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ABSTRACT

For this kit, 119 Association of Research Libraries (ARL) academic libraries were surveyed to identify: (1) the practices in the area of information desks; (2) information desk staffing; (3) information desk functions; and (4) their relation to the other service points within the particular library. Responses were received from 87 libraries, some of which contributed sample materials. Analyses of the responses indicated that 39 libraries have information desks. Typical sources available to information desk staff include telephones, online catalog terminals, library handouts, and campus and community information. In addition, 43% of the libraries offer information services 80% to 100% of the time their libraries are open, and paraprofessionals are the predominant form of staffing at 32 libraries. Training does not appear to be detailed, formalized, or innovative in most libraries. The survey results indicate that there is considerable consistency in the actual services provided at the desk and 82% of the libraries responded that all unanswered questions are referred. Training materials have been provided by Arizona State University, University of California (San Diego), University of Illinois (Urbana/Champagne), Michigan State University, University of Minnesota, Ohio State University, and the University of Texas (Austin). A copy of the survey questionnaire with tallies of the responses is included. (5 selected readings) (MAB)

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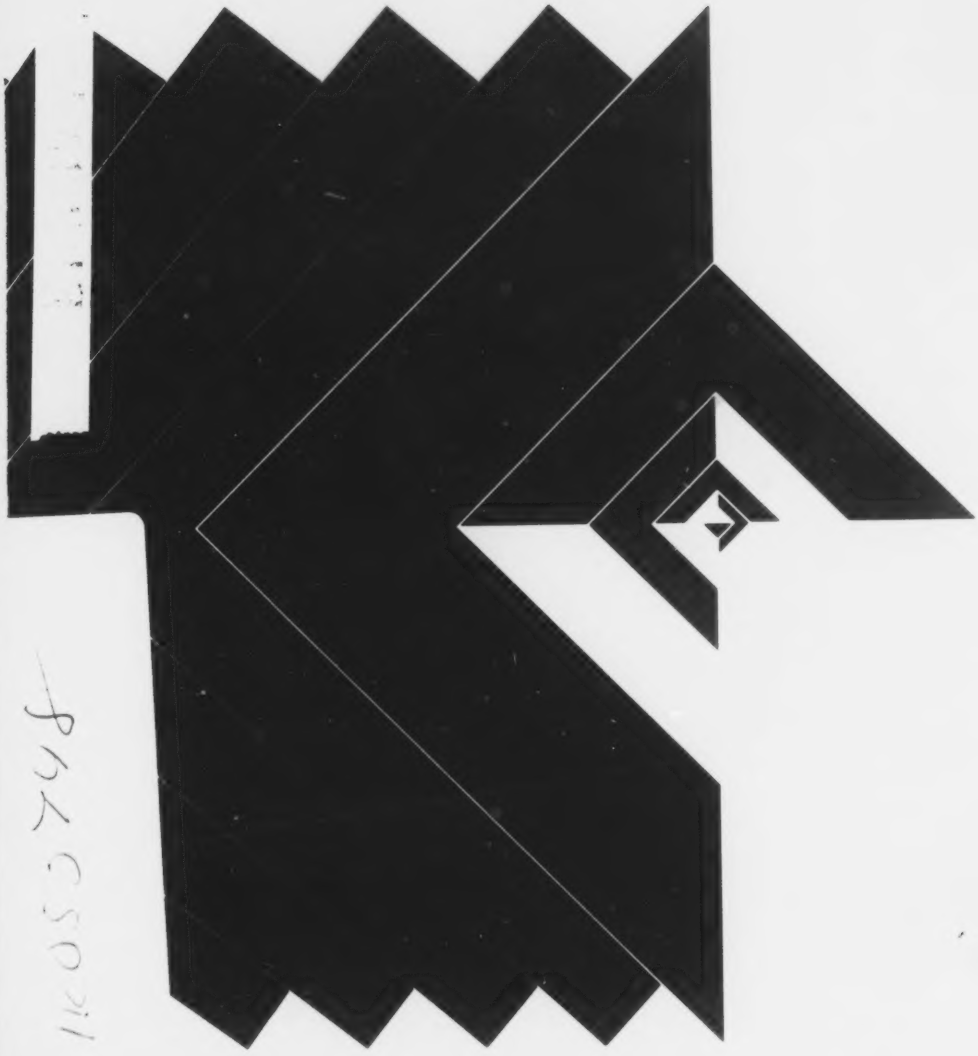
SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 172

Information Desks in ARL Libraries

March 1991



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SPEC: A PUBLICATION SERIES FOR LIBRARY STAFF

Editor	C. Brigid Welch
Production Manager	Annette C. Verna

PUBLISHED 10 TIMES PER YEAR

The Systems and Procedures Exchange Center (SPEC) gathers, analyzes, and distributes information on the management of human and material resources in libraries today. Established in 1973, SPEC serves as a central exchange among ARL members for information useful for strengthening library operations and programs. Through survey and review processes, SPEC gathers valuable information on current library issues, trends, and management techniques. The goals of the SPEC program are to identify expertise and encourage its exchange among library professionals, promoting experimentation, innovation and improved performance in the field of library management.

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SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 172

Information Desks in ARL Libraries

March 1991

INTRODUCTION

Heavily-used libraries have always wrestled with the problem of providing an appropriate number of public service points and sufficient personnel at those points to deal effectively and efficiently with the wide-range of inquiries encountered. The theoretical continuum of possibilities would have, at one extreme, a single desk where all inquiries are handled. The positive aspect of this extreme is that users have no confusion whatsoever regarding where questions will be answered. Negatives include the difficulty of any staff member being trained to effectively answer questions in all areas, these highly trained staff members using some of their time answering trivial or routine questions, and queuing problems such as someone waiting impatiently to find out where the bathroom is while a staff member spends twenty minutes explaining how a law case is "shepardized."

At the other theoretical extreme we find a unique desk for every inquiry. The positive feature here is that the staff person will almost certainly be able to provide an accurate answer. On the other hand, staffing requirements are excessive and users will have considerable difficulty understanding which desk to approach with any particular question.

Clearly, these extreme positions can be quickly dismissed. However, the trade-offs that they depict are exactly what a library must evaluate when additional, or reduced, numbers of public service points are considered. Nowhere is this dilemma more evident than in the consideration of information desks.

Although variations are common and no single model dominates, information desks are a response to the ever increasing demands on traditional reference desks. Relatively speaking, it was straightforward to staff a reference desk forty years ago. The options available to pursue an inquiry were fairly limited and could be exhausted within a short time frame. This situation allowed the staff at these desks to handle numerous inquiries quickly. Obviously times have changed. Today's reference librarian not only encounters more complex interdisciplinary questions, but must also be the master of a host of finding aids, automated and otherwise, that detail a world of knowledge that is not only exponentially larger, but dramatically more diverse in format. The result is an ability to pursue some questions almost endlessly.

In an attempt to address these increased demands, information desks emerged to filter simple directional or known-items questions. These desks, typically staffed by paraprofessionals and student assistants, were not, however, welcomed without reservation. The most common concern was that, in the absence of a proper "reference interview" conducted by a librarian, a question that appeared to be straightforward would be handled inappropriately by an information desk staffer less perceptive in such matters. Therefore, no matter how apparently simple, all questions should be handled by a reference librarian "just to make sure."

Unfortunately, at least in the eyes of those who argue along the lines just described, most academic libraries have found it increasingly difficult to afford enough reference librarians to handle ALL of the questions that are forthcoming. Responses to this situation have not, however, been limited to the establishment of information desks. One significant alternative has been to train individuals other than librarians to work at reference desks.

With these issues in mind, a survey conducted by the Association of Research Libraries Office of Management Services in March 1991 focused on identifying the practices of the 119 ARL libraries in the area of information desks, who staffs them, what functions are conducted there and how they relate to the other service points within the particular library.

SURVEY RESULTS

Out of the eighty-seven institutions responding to the survey, 39 (45%) identified themselves as libraries with information desks. Out of the 48 institutions without information desks, 28 (58%) answer directional, informational, and holdings questions through the reference desk. Another 19 libraries use a variety of desks or divide the information function between the reference and circulation desks.

Among the libraries using information desks, the sources available to the desk staff are fairly consistent. Thirty-seven libraries equip their desks with telephones, online catalog terminals, and library handouts. In addition, 33 libraries have campus and community information including telephone books. Libraries locate their desks near card or online catalogs (80%) and in proximity to the reference desk (58%). Also, consideration has been given to placing desks near the main building entrance (66%).

Forty-three percent of the libraries responding offer information services 80-100% of the time their libraries are open, and paraprofessionals are the predominant form of staffing at 32 libraries. In almost half the libraries, a supervisor is not available at all times the service is provided; evenings and weekends were cited as best describing unsupervised hours in 23 libraries. These responses, in conjunction with the figures above regarding sources and locations of information desks, support the premise that libraries are seeking ways to address the needs of patrons with simpler questions as well as maximize use of professional and paraprofessional staff.

It is interesting, therefore, that training does not appear to be detailed, formalized or innovative in most libraries. The responses to the questions on training indicate that most institutions are training on the job (30 libraries) in addition to providing written materials in the form of a procedures manual (25 libraries). One-on-one training and observation are also frequently used. Little use is being made of non-print alternatives such as software and video. Training occurs in a short time frame; 67% of the libraries give 1-2 weeks of training before placing a new staff person on the desk. That training time is usually short and on-the-job is reinforced by the documentation sent by respondents. Relatively few institutions sent training materials; the documentation that was submitted is, for the most part, informal. These responses suggest that, while libraries are looking for ways to address patrons' needs, they have not formalized their training, possibly due to limited time and resources.

Survey results indicate considerable consistency in the actual services provided at the desk: directional assistance, holdings information, referrals to other service points, library information, online or card catalog assistance, and campus and community information are offered by nearly all libraries responding. Also, 80% of the libraries offer the same services by telephone as they do in person.

Regarding referral of unanswered questions, 82% of the libraries responded that all unanswered questions are referred, but only half have referral guidelines in writing, and these guidelines range, in the documentation provided, from a phrase "refer, refer, refer" to a detailed list. Also, most libraries (69%) do not keep statistics on the percentage of questions referred. Again, formalized procedures have yet to be put into place at many institutions.

ISSUES AND TRENDS

While many ARL libraries have established information desks to deal with the increasing demand for public service, several issues remain to be resolved.

First, the growing trend towards automation in libraries clearly impacts not only information desks specifically, but public services in general. An increased understanding and working knowledge of various automated systems will be expected at all library service points and from all levels of staff. Responses to inquiries regarding the use of online catalogs and CD ROM products indicate that staff dependency on technology has had a major influence on the provision of information services. Clearly, the complexity of automated systems will require more systematic staff training programs and updating mechanisms.

A related issue is achieving a balance between the level of staffing and the services offered. Staffing encompasses the entire spectrum of library employees, from student assistants to librarians. The patterns demonstrated by the survey indicates that ARL libraries staff information desks primarily with student assistants and paraprofessionals, and less frequently with librarians and/or a combination of these staff categories. It appears that the level of staff depends to a large extent on the range of services offered. Directional assistance, for example, does not require the expertise of a paraprofessional or librarian. However, an information desk offering limited reference service suggests a need for staff with training and experience beyond that which is typically encountered with student help. Briefly stated, it is apparent that the level of staff and the extent of service are intimately related.

Finally, implementation of information desk service requires that considerable attention be given to the development of referral criteria or guidelines. These guidelines provide structure for the extent of service to be offered and assist with determining the level of staffing. The use of referral criteria will enhance staff performance by establishing the parameters within which the desk will function. This "positioning" is required to insure that the overall public services program is appropriately partitioned to assure that quality service is logically provided.

Planning and coordination are key factors in establishing information desk services and attention to these issues can be a step toward success.

This kit and flyer was compiled by Denise Forro, Head, Information Desk, Lori A. Goetsch, Head, Information/Reference, and Clifford H. Haka, Assistant Director for Administrative Services, Michigan State University Libraries. This kit was prepared as part of the OMS Collaborative Research/Writing Program.

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SPEC Kits (ISSN 0160 3582) are available mainly by subscription. Individual issues may be purchased from the Office of Management Services, 1527 New Hampshire Ave., NW, Washington, DC 20036. Pre-payment is required. (ARL members may be billed.) Payment must accompany order. Price includes library rate postage if shipped in the United States. If you would like your order shipped UPS, please add $5.00 per issue. All orders to Canada must add $5.00 per issue for shipping and handling. All shipments to countries other than the United States and Canada must add $8.50 per issue for shipping and handling.

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

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ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES
1527 New Hampshire Avenue, N.W., Washington, D.C. 20036
202-232-8656 FAX 202-462-7849

TO: SPEC Liaisons

FROM: C. Brigid Welch, Program Officer for Information Services
Denise Ferro, Lori A. Goetsch, and Clifford H. Haka, Michigan State University

DATE: 25 February 1991

SUBJECT: SPEC Survey and Call for Documents on Information Desks

This SPEC Survey is designed to gather data and documentation on the use of information desks in ARL academic libraries. For the purposes of this survey an "information desk" is defined as a service point where initial inquiries are handled prior to possible referral to another service point. For example, a question such as, "Does the library own the *Grapes of Wrath*?" might be answered at an information desk, while, "Where do I find criticism on the *Grapes of Wrath*?" would probably be referred to reference.

Because both a SPEC Kit and an OMS Occasional Paper are planned to report the results of this survey, it is a little longer than most SPEC surveys. We thank you in advance for your willingness to respond.

Completed surveys and documents are due **March 18, 1991**. If you have any questions about the survey, please call Denise Forro at (517) 355-2341.

SPEC SURVEY - INFORMATION DESKS

Library/Institution: ______

Contact Person: ______

Title: ______ Telephone: ______

1. Does your library operate an Information Desk as described above?

   39 yes (proceed to question # 3)

   48 no (proceed to question # 2)

2. At which desk are directional, informational, and routine holdings questions **PRIMARILY** answered in your library?

   28 Reference Desk

   0 Serials Desk

   0 Other (please specify):

   Ref/Circ. 6

   2 Circulation Desk

   12 Variety of desks, depending on question

   STOP here and return to the address listed at the end of the questionnaire.

3. Which of the following are located AT the Information Desk?

	yes	no		yes	no
Telephone	36	2	Basic Reference Tools	12	26
Telephone sequencer/ answering machine	16	22	Library Handouts	36	2
Online catalog terminal	36	2	Campus/City information	32	6
Database searching terminal	10	28	Campus/City telephone books	32	6
Additional telephone books	16	22	Other (please specify):		

4. Check the item(s) that describes WHY your information desk is located where it is:

The information desk is:

13 the first public service desk one encounters when entering the building
13 the first public service desk one encounters after the checkout station by the entrance/exit
31 located by the card catalog or located by the primary cluster of online catalog terminals
23 located near a reference desk
1 located to provide assistance with periodicals
3 other (please describe):
by CD Roms
by Secondary entrance

5. Where is the Information Desk located relative to the following:

	Adjacent	Near	Same Floor	Other Floor
Main Reference Desk	8	14	11	5
Circulation	3	17	10	9
Current Periodicals	1	4	9	23
Main Entrance/Exit	6	20	5	8
Card Catalog or main cluster of online catalog terminals	22	11	4	2

6. Using the total number of hours of library service, what percentage of that time is your information desk/services operational?

5 less than 40% 9 40-59% 8 60-79% 17 80-100%

7. What is the level of staffing for your information desk/service?

	always	usually	only during busy times	occasionally	never
Professional/Librarian	0	8	3	18	10
Paraprofessional/Support staff	10	22	1	4	2
Library School Students	1	5	0	6	27
Students	5	5	0	7	22
Volunteers	1	2	0	1	35

8. Are librarians and/or supervisors immediately available all hours the Information Desk is staffed?

20 yes (proceed to question # 11)   19 no (proceed to question # 9)

9. If not, how many hours per day is the desk staff unsupervised?

1 less than 2 hours
4 2-4 hours
6 5-8 hours
3 9-12 hours
4 more than 12 hours

10. Which of the following describes the unsupervised hours? (check all that apply):

4 early morning
15 late evening
2 meal hours
10 weekends
4 holidays/breaks
2 other (please list):
`Never supervised.`

11. If you have a training program for Information Desk staff, please indicate which forms of instruction you use and the degree of use. If you do **NOT** have a training program, check here and proceed to question #13 ______ .

	always	frequently	sometimes	occasionally	never
procedures manual	25	2	4	1	6
training workbook	8	2	3	0	24
group instruction	18	6	6	1	5
one-on-one instruction	25	7	6	1	0
tour of the library facilities	25	5	6	2	1
software	2	0	2	2	33
video	1	1	0	3	33
on the job	30	2	3	2	2
observation	22	6	7	0	3
other (please describe)					

`mentoring     group instruction`
`role playing`

PLEASE SEND COPY OF TRAINING MATERIALS

12. How much training time is given new staff before being placed at the Information Desk?

1 6 months to 1 year
0 4 to 6 months
1 2 to 4 months
1 1 to 2 months
9 2 to 4 weeks
26 1 to 2 weeks

13. What types of services/questions are handled at the Information Desk? (Check all that apply)

39 directional questions
38 library holdings questions
10 OCLC/RLIN/holdings info. on other libs.
36 online/card catalog assistance
35 campus/community information
18 ready reference using limited collection of reference sources
5 circulation services (holds, searches, etc.)
6 interlibrary loan
37 library information
38 referral to other service points
25 screen calls for reference
4 other (please list):

14. Are the services offered to users at the Information Desk in the library also available over the phone?

2 No, no phone service is offered

30 Yes, all services are available on a call-in basis

6 Most services are available. (Please list those that are **NOT** offered.)

1 Only a few services are available over the phone. (Please list those that **ARE** offered.)

15. Are *un*answered questions referred for further assistance?

32 Yes, all unanswered questions are referred.

7 No, only the following questions are REFERRED. (Check all that apply)

3 library holdings
7 reference
5 OCLC/RLIN/holdings info. for other libs.
other (please list):

2 online/card catalog assistance
6 interlibrary loan policies
5 circulation policies

16. Do you have specific referral guidelines/procedures for Information Desk staff to follow?

19 Yes 18 No

IF YES, PLEASE SEND A COPY OF YOUR REFERRAL GUIDELINES.

17. Does the Information Desk staff keep statistics on questions answered vs. questions referred?

12 Yes 26 No

18. If yes, what percentage are referred?

3 0-10%
2 11-20%

1 21-30%
1 31-40%

1 41-50%
1 over 50%

Please return questionnaire and documentation by **March 18, 1991** to:

Denise Forro
Information/Reference
Main Library
Michigan State University
East Lansing, MI 48824-1048

TRAINING MATERIALS

ARIZONA STATE UNIVERSITY LIBRARIES

HELP DESK TRAINING MANUAL

Compiled by Jeffrey Todd Prock

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INSTRUCTION AND INFORMATION SERVICES
HAYDEN LIBRARY
TEMPE, ARIZONA 85287-1006

2/91 A:\TABCONT2

Eff. 07/01/

ARIZONA STATE UNIVERSITY LIBRARIES
STUDENT EMPLOYEE ORIENTATION FORM

Name______________________________ Dept.______________________________ Date of Hire__________

Conditions of Employment

1. Work standards and the progress expected will be explained by the supervisor. Stude employees are expected to maintain those standards, including safety precautions an security measures when applicable.

2. Student employees are considered to be on probation for two months following the da of hire. At that time, a performance evaluation will be rendered by the supervisor who will recommend either continuation or termination of employment, based on the st dent's overall record. If continuation is recommended, the supervisor will schedul annual performance evaluations on or about the anniversary of the student's date o hire.

3. Whenever a student transfers from one department to another within the library, a ne date of hire and probationary cycle as outlined in paragraph 2 above will be established.

4. Student employees are expected to maintain the work schedule established in consultation with their supervisors. When emergencies require absence from work, a phone call should be made as soon as possible to the immediate supervisor, or, if that person is unavailable, to another supervisor in the department. The department's telephone number is 965-_______.

5. Student employees are expected to arrive on time for work and to remain on the job until the work period is over. Students who work four-hour shifts may take a 15-minute rest period (with pay) near the middle of the shift. Lunch or dinner breaks (without pay) during longer shifts should be coordinated with supervisors.

6. Causes for disciplinary action (which may result in dismissal) include but are not limited to the following:

   Unexcused absences or repeated tardiness.
   Unauthorized or excessive rest periods.
   Abuse or misuse of any of the Libraries' automated systems.
   Abuse or misuse of any other equipment in the Libraries.
   Failure to maintain prescribed records, resulting in injury to property or persons.
   Concealing, misusing, altering, mutilating, or removing records.
   Failure to follow prescribed rules and regulations.

   See the Disciplinary Action Procedures listed on the reverse of this page.

I have read and understand the Conditions of Employment cited above and the Disciplinary Action Procedures cited on the reverse. I have discussed them with my supervisor and intend to abide by the rules as stated.

Student's Signature______________________________ Date____________

STUDENT ORIENTATION
INSTRUCTION AND INFORMATION SERVICES

January 1991

WELCOME TO THE UNIVERSITY LIBRARIES! We consider student employees to be a vital component of our library staff. Consequently, this information has been provided to give you an introduction to the department and the role that you have as one of its members.

One of the most important things to remember while working the Help Desk is the number of users you will come in contact with. Due to location, the Help Desk is the most visible service point in the library. Therefore, it is a good idea to view the Desk through the eyes of the library users. The credibility of the library can be influenced by what patrons see and hear at this service point. The preservation of both a good public image and a good rapport with the public is a responsibility of everyone at the Desk and encompasses such things as: maintaining an approachable demeanor, respecting patrons' confidentiality, maintaining a personal appearance which is in good taste, controlling noise, restricting personal telephone calls and conversations, sitting at the desk in a business like manner, and answering the telephone courteously.

SCHEDULE

As a student employee, you may work up to, but may not exceed 40 hours per week. To aid in the assigning of these hours, please submit a tentative class schedule to the supervisor in writing as early as possible, at least two months prior to the beginning of the next semester stating the preferred hours you wish to work and hours you are not available. Also indicate how many hours per week you would like to work. The scheduling for the first two weeks of any semester may vary from day to day while class schedules are being adjusted. However, once a final schedule is reached, you are responsible for keeping your assigned hours. When it is impossible for you to meet your work schedule whether it is planned or unexpected, **you are responsible for finding a replacement.** Please notify your supervisor when arrangements for a substitute have been made.

Some unacceptable excuses for not coming to work:

1 - I have to study for a test
2 - All my friends are going tubing
3 - I have a paper due
4 - I can't miss this concert

In addition, you are expected to be punctual. Termination of employment will be necessary in cases of tardiness or unexcused absences. Remember, you are responsible for keeping your schedule!

EVALUATIONS

As a student worker, you are evaluated by your supervisor. These evaluations take place at the end of your probationary period - i.e., 2 months after starting work and again once a year on or about that anniversary date.

Some of the areas in which you will be evaluated are: knowledge of tasks, quality of work, efficiency, responsibility (reliability in following instructions, attendance/punctuality), relations with others, initiative, adaptability, and courtesy.

These performance evaluations will be kept in your personnel file should you need them as references for future employment. During your stay with the University Libraries, your evaluations will aid us in assigning types of tasks to be given to you and will also, along with seniority, be used to resolve problems in scheduling should two or more persons wish to work the same hours.

TIME CLOCK

You are responsible for checking in and out on the time clock so that an accurate record of the time worked may be kept. Please punch in as close to your scheduled work time as possible. Should you fail to punch in or punch out, your supervisor must write your time in and initial it for you.

There is a time card rack in the Interlibrary Loan area. This is where your time card should remain while you are working. After you complete your work schedule, take your time card, clock out, and file it back in the appropriate slot.

BREAKS

A 15 minute break is permitted if you work a four hour consecutive shift. Any variations must be discussed with the supervisor.

Try to choose a convenient time to be away from the desk and wait until the substitute from the Information Desk comes to relieve you. On the rare occasions when there is no one on duty at the Information Desk and it is time for your break, you may ask Access Services (Circulation) if they have anyone available to relieve you. If they do not, simply put up a sign indicating when you will return and forward the phones to Circulation (after letting the staff know you are taking a break).

PAY DAY

Pay day is every other Friday. Please be advised that there may be a three-week waiting period for your first check after you begin your position.

Your check will be held for you at the Help Desk for a few days (2 to 3). It is then given to Library Administration, and from there it goes back to the Payroll Office. If you wish to make arrangements to have your check mailed to your home, or to the bank, you must notify the Library Administration Office and Payroll Services in the Academic Services Building.

We hope this has answered some of the questions concerning work at the Help Desk and we look forward to working with you this semester.

1/91 A:\ORIENT

HELP DESK RESPONSIBILITIES

The Hayden Library Help Desk is a service designed to help users cope with the building, find their way to Hayden Library, answer basic questions, interpret some online catalog entries, enforce the Library Conduct Policy, operate the theft detection system, and provide friendly, courteous service to library users.

The Help Desk is staffed all of the hours the Library is open including nights, weekends, some holidays, and during intersession. The Help Desk is the first service point users encounter when they walk into the building. The service and impression given by the staff of the Help Desk are tremendously important in alleviating library anxiety and giving the user a positive experience in using the Libraries.

Specific responsibilities of Help Desk staff include the following:

1. Answering basic questions about the libraries such as what are the hours, how many books can be checked out, etc.

2. Answering directional questions to facilities, services, call number locations, and collections.

3. Making consistent, accurate referrals to appropriate service points and personnel.

4. Operating the Libraries' theft detection system (the Knogo System). This includes being firm but friendly in inspecting the belongings of users when the system alarm indicates they may have library materials which are not checked out.

5. Enforcing the Library Conduct Policy, particularly, the no food or drink policy. This means being firm but friendly in telling users to leave the library to consume food or drink or to smoke.

6. Making accurate referrals to other campus offices and services.

7 Allowing users to use the stapler, hole punch, and similar items at the desk.

8. Reserving the group study rooms.

9. Staffing the Desk--being there on time, staying at the desk, working intersession, some holidays, and weekends or evenings if scheduled.

10. Representing the Libraries in a friendly, courteous, and professional manner and providing consistent service to all users.

1/91 A:\HDRESPON

INFORMATION/REFERENCE DESK DUTIES VERSUS HELP DESK DUTIES

The Information Desk was started to give the best and most efficient service to users. The Reference Desk is a tremendously busy place with people frequently standing four or five deep in line--when they only have a quick catalog, PSL, or directional question. In order to give the Reference Librarians more time to spend with in-person, in-depth reference questions, the Information Desk functions to answer "quick" questions, to answer the telephones and screen out "quick" questions for Reference, and to accurately refer more difficult questions and questions requiring the use of reference sources to the Librarians at the Reference Desk and the many other service areas in the Libraries.

Information Desk staff have been extensively trained and have at least several, if not many, years of experience with the University Libraries. They can distinguish when a user is asking a simple sounding question from when it is really a more complex information need. They are thoroughly familiar with the most appropriate places to send the user. They are especially strong in knowing "tricks" with the catalog and PSL. They follow guidelines about the questions they should answer and those that should be referred. When in doubt, they refer, refer, refer.

The guideline for you to follow is, **when the Information Desk is staffed**, "refer, refer, refer." **When the Information Desk is closed and Reference is open**, "refer, refer, refer." Do not use the Online Catalog. Stick to directional questions as much as possible. Do not guess, hypothesize, advise, or attempt to give reference service. Do not give names of sources. For example, the Information Desk tells people with questions about index selection to check with the Reference Librarians. You should too. The journal indexes on the catalog are only a few of the over 300 indexes in the Hayden Library alone. They may be appropriate for "quick and dirty" research but you may ill-serve the user by not referring the user to the Information Desk--it may not really be an index question. For example, the user who says "I need some magazine articles" may mean something else. Let the Information Desk determine if the person wants to browse in current periodicals, already has citations, needs to go on to Reference or needs to go to another service area or library.

When other service points are closed, the Help Desk functions as the only informational point in the library. Do the best that you can but **explain to the person that you are a student worker and that for more competent help, he or she should return/call when the Information/Reference Desks are open. Also, remember that you can give them a copy of the Hayden Library Reference Area guide which is located on the small publications rack next to the exit. Never tell a user that we don't have a book, periodical, etc. Tell the user that you've done your best in checking, but for an exact**

answer to call back or come back in when reference is open.

It is very tempting to try to save the user time by cutting out a stop at the Information Desk. But the Information Desk serves a vital purpose in this library. Take advantage of their expertise whenever possible.

If you have any questions about this or about what you should and should not answer, please ask your supervisor.

1/91 A:\INFODESK.DUT

OPENING PROCEDURES

1) Unlock the Help Desk drawers with the key that hangs on the nail within the drawer without a lock on it.

2) Take the phone off call forward by picking up the receiver and touching the call forward button until you see the light go off (or if this doesn't work, get a dial tone and then dial in "#2").

3) Start the daily KNOGO log.

4) Put new study room sign-in sheets on the clipboard. Make sure that there are reservation sheets in the notebook.

5) If it is a statistics day (marked on Help Desk calendar) you must start that sheet also.

6) If there is not a basket of circulation slips waiting to be stamped, call Circulation and ask for one.

1/91 A:\OPENPROC

CLOSING PROCEDURES

1) The KNOGO log sheet should be left in the supervisor's basket, as well as any other applicable forms (i.e. the statistics log if it was a statistics day and the study room sign-in sheet if someone was billed or blocked).

2) Throw away the study room reservation sheets from the notebook and put the sign-in sheets in the file labelled "Old Sign-In Sheets" that is kept in the Help Desk drawer that does not lock (unless someone was billed or blocked -- see number 1 above).

3) Make sure that the computer screen has been turned down so that the screen is blank but do not turn the computer off.

4) Put the phone on call forward to Circulation. Procedure: pick up the phone, touch the "a" line to switch the dial tone to that line, touch the call forward button -- you should get another dial tone, then press the pre-programmed button for Circulation, you should hear 3 beeps and the call forward light should be green. **You must call forward from the "a" line. If you do it from the "b" or "c" lines it will not work, because all of the incoming calls go to the "a" line.** Take the receiver off the phone and lock it in the drawer (see #5).

5) The study room key drawer and the supply drawer should both be locked with the key kept on the nail in the fourth drawer which has no lock on it. **The KNOGO drawer should never be locked** even though there is a lock on it. **Do not take the key with you!**

1/91 A:\CLOSPROC

BREAK PROCEDURES

1) Your break is limited to 15 minutes for any shift that is between four and seven hours long. If your shift is less than four hours you do not get a break. If your shift is eight hours long or more you get a 30 minute break. Any variation of this must be discussed with your supervisor. Please keep in mind that exceeding your break time-limit can result in dismissal.

2) Before you take your break, call the person at the Information Desk to relieve you. Please call him or her earlier than you intend to take your break so that he/she may have time to prepare for coming to the Help Desk.

3) Please try to take your break when there are staff readily available. For example, if you know that the Information Desk will only be staffed until 5:00 on a certain day, then take your break before 5:00 if at all possible.

4) If the Information Desk is not staffed then call upstairs to the Instruction Office if it is between 8:00 and 5:00 Monday through Friday to see if one of the office staff can relieve you. If no one from the office is available your last step should be to call Circulation to ask if they can spare one of their student workers.

5) If Circulation says that they cannot spare any of their staff then your only option is to lock the two Help Desk drawers, call forward the phones to Circulation, and put up a sign that says "for assistance please go to the Circulation Desk." If the Reference Desk is open, call them and tell them that the phones have been call forwarded to Circulation.

1/91 A:\BREAKPRO

EXIT PROCEDURES

The Knogo system is intended to allow patrons to leave the library without having to open for inspection purses, backpacks, books, briefcases, and other personal items.

What to do when the alarm is triggered:

1. Say to the user "Have you perhaps forgotten to check out a book?" Or, "the circulation clerk may have missed one in the check out process. Please come over to the counter so I can check your materials."

2. When the person comes over to the counter say "Please remove books you have in your purse, briefcase, etc." **You must not remove books from purses or backpacks--this is the user's job.**

3. If the user has any library materials, say "Please return to the Circulation Desk." University Libraries materials are stamped on the edges of the book.

4. If the user does not have any ASU materials, notice if the user is carrying an umbrella, a briefcase, spiral notebook, or books from B. Dalton Bookstore, the ASU Bookstore, or books from another library. Explain that these occasionally set off the alarm.

    a. Ask the user to open the briefcase and remove any library books.

    b. If there are books you did not previously inspect, do so.

    c. Keep the books and briefcase or spiral book and nothing else while the user again goes through the exit.

    d. If the alarm is not triggered, give the user his/her books, etc. and send the user through the exit.

    e. If the alarm is triggered again, call the Circulation Desk for assistance.

    f. If the user has questions about the system, refer him/her to the Circulation Desk.

5. You do not need to pre-check users in wheelchairs. Nor do you have to manually operate the system for the handicapped.

6. Books with yellow exit slips from Reference may not leave the library until they have been checked out at the Circulation Desk and have a date due slip.

7. **Do not allow a user to exit while holding books above his/her head.** If it is an ILL book you should turn off the gate locking control in the drawer and the alarm will sound but the user will be able to exit.

8. Record each time the system is triggered in the Knogo System Failures sheet of the Study Rooms/Knogo/Questions Notebook.

Problem Gate(s)

If one or more of the gates is constantly or too frequently sounding false alarms, turn it off using the control boxes which are located under the Help Desk counters. The boxes are numbered so make sure that you turn off the appropriate box. Call Susan Broyles or Jeff Prock (5-3518). If this happens outside of 8 to 5 hours, leave a note in the supervisor's basket. If you have to turn off a gate please put a note stand within that gate to block it off with a sign that says "no exit."

Fire Alarm

During a fire alarm, you should turn off the Knogo system.

After turning off the system, you should leave the library and wait for the alarm to stop ringing.

When the alarm has stopped and the OK to enter the building has been given, return to the Help Desk and turn on the Knogo system.

1/91 A:\EXITPROC

EXTENDED INDIVIDUAL AND GROUP STUDY ROOM POLICY

1. Individual study rooms, located in the Lower Level, are not intended to be group study rooms. These rooms are not sound-proof and even whispering will disturb people in the adjoining rooms. Hayden and Noble Libraries do provide rooms for group study. Group study rooms in Hayden are located on Level 2.

2. Study rooms are reserved at the Help Desk. Requests are taken up to one day in advance. Reservations can be made by telephone (965-5902). Rooms will be held for only 10 minutes. Study rooms are available to members of the university community with valid ID cards ONLY. We do not accept credit cards, bank cards, keys, etc. Leave your ID or driver's license at the Help Desk when you get the room key. This is to insure that the key will be brought back.

3. Rooms are scheduled for a maximum of four hours per day for any one person or group. For a study room key kept past the reserve period, a fine will be charged in the amount of $5.00 for the first hour, and $1.00 for each additional hour (up to $20.00). There is a 15 minute grace period. An additional $20.00 will be charged for a lost key. The overdue fine is not punitive but is to deter lateness which inconveniences other users who could not use the room. Lost key charges cover the University's expenses to install a new lock and key. Rooms may be renewed provided the initial four hours have expired, and no one else has requested that particular room. Rooms may NOT be renewed during finals week. This is to allow all students a fair chance of using them. For study room keys kept overnight during finals week, the time between the closing of the library and opening the following morning will NOT be considered a grace period and users will be charged for the total number of hours due. For information on appealing a fine, please refer to the Study Room Key Appeal Procedure sheet.

4. Food, beverages, smoking, vandalism, talking in the individual study rooms, and disruptive behavior are not permitted in the study rooms. They are direct violations of the Library Conduct Policy (see below). Food and beverages attract insects (which also eat books). Smoking in public areas and vandalism are against state law. Talking in the individual rooms and disruptive behavior are inconsiderate to other users and are not conducive for studying. Any violation of these rules will result in the user being automatically "blacklisted" from study room use for the remainder of the semester. Users of the room will be held responsible for the condition of the room. Report damages immediately to the Help Desk.

5. Lock the door when you leave the room and return the key to the Help Desk and get your ID back. Leaving the door unlocked permits non-authorized entry. Remember, you are responsible for the room. No library materials should be left in the room. It is a violation of the Library Conduct Policy (see below) and it causes great inconvenience to other users when materials are unavailable because they have been removed from their proper place, not returned, and not checked out. For rooms reserved until library closing, the key must be returned 10 minutes before the library closes. Please remember to sign your time out. This protects you should a dispute arise over a bill.

Arizona State University Libraries

LIBRARY CONDUCT POLICY

Users of the Libraries expect to have:

- a library environment free of disruptive activity
- access to library materials or an ability to recall them as regulations allow
- newspapers, journals, documents, and books that are complete and unmarked
- surroundings free from food, beverages, and their resulting problems

Ensuring a pleasant and productive environment for study and research for all users requires that each user of the Libraries follow the ASU Library Conduct Policy and refrain from the activities listed below:

1. Removal or attempted removal of library materials or property without checking them out or without authorization.
2. Consumption of food or beverages within the public service area of the Libraries.
3. Smoking in undesignated areas or using smokeless tobacco.
4. Mutilation of library materials by marking, underlining, removing pages or portions of pages, removing binding, removing electronic theft detection devices, or in any other way injuring or defacing library materials.
5. Concealing library materials in the Libraries for the exclusive use of an individual or group.
6. Failure to return materials following the expiration of the loan period and/or on request for return of materials by the Libraries.
7. Failure to pay the Libraries the value of lost or damaged materials.
8. Any disturbance or behavior which interferes with normal use of the Libraries (rowdiness, noise, offensive sexual behavior, and so forth).
9. Harassment of library staff or users.
10. Being in an unauthorized area of the Libraries, remaining in the Libraries after closing or when requested to leave during emergency situations or drills.

The Libraries will actively pursue disciplinary action, prosecution, or other legal action for the offenses listed above. Misuse of the Libraries, whether by theft, mutilation, or vandalism of library materials or property, or by interference with study and research activities of library users, shows disrespect for the institution and disregard of the rights of members of the University Community. Misuse of the Libraries is a violation of Section 5-303, Prohibited Conduct (R7-4-102) of the Arizona Board of Regents' Code of Conduct (BOR 5/83, 9/83). The Library Conduct Policy is based upon the Code.

Persons who commit or attempt to commit offenses stated in the Code of Conduct and the Library Conduct Policy, whether a member of the University Community or not, may be asked to leave the campus, may be subject to the sanctions or expulsion, suspension, prosecution, forfeiture, warning, and restitution, and may be accountable to both civil authorities (city, state or federal) and to the University.

2/2/88

PROCEDURES FOR CHECKING OUT STUDY ROOM KEYS

Please review the Study Room Policy. In addition to the policy you should also know:

1) Put the person's last name from his/her card on the room reservation sheet in the tan notebook, drawing a line down to indicate how long the reservation is for.

2) Make sure that you keep the person's ID card or license and put it in the appropriate slot in the ID card holder in the drawer.

3) Make sure that the person has filled out all the required info on the sign-in sheet and signed his/her name.

4) Please remind the person that he/she can be billed for not bringing the key back on time, and give him/her a copy of the study room rules.

5) When the key is returned make sure that the person signs his/her time out, but if they do not then write it in yourself.

1/91 A:\KEYSPROC

WHEELCHAIR LIFT KEYS

Handle the keys to the wheelchair lift in the same way as keys for the individual study rooms **EXCEPT**:

1. Advise users that keys for long term loan are available from the Circulation Desk.
2. Please record name, ID number, phone number and other requested information for the user on a Wheelchair Lift Key Sign-in sheet (NOT the study room sign-in sheet). The key number is written on a tag on the back of the key.
3. Do not ask for or keep the user's ID.
4. Use a new sign-in sheet each day but do not throw the sheet away until all keys have been returned.
5. Please refer all wheelchair lift complaints to Jane Conrow in Library Administration (5-3417).

1/91 A:\CHAIRLIFT.POL

STUDY ROOM BILLING PROCEDURES

Please read the study room policy and make sure that you understand it before proceeding. We want bills filled out by whichever Help Desk person witnesses the problem. If the problem extends over one shift then the first person should start the bill and the person on duty when the key is eventually returned should finish it. Once the card has been completed, leave it in the basket. A supervisor (Jeff Prock, Susan Broyles, Naomi Lederer, or Carolyn Johnson) must approve the card before it is taken to the billing window. Attached to this sheet is a sample card showing how the cards are to be filled out.

1) In the space branch write "Help Desk."

2) In the space name write the person's name.

3) In the space i.d. no. write the person's social security number.

4) In the space call number write either "study room key X returned late" or "study room key X lost."

5) In the space title write the time that the key was due back and what time it actually was returned.

6) In the space due date write today's date.

7) In the space fee write the amount due (e.g. if the key was due back at noon and is returned at 3:00 p.m., you would write $7.00 -- $5.00 for the first hour and then $1 for each additional hour). If the key comes back more than fifteen minutes into the next hour, add an additional $1 (e.g. a key due at noon returned at 3:20 p.m. would be billed $8.00). Do not bill a user who was late because he/she was waiting in line.

8) If the key was returned (i.e. was not lost) check the box marked returned and put the date of return (which will usually be today's date unless the key comes back the next day or later). **If the key was lost do not check the returned box or write in a date.**

9) Leave the sign-in sheet that the billed person signed in on in the basket with a brief note attached explaining the problem.

10) If a key has not been returned at the time of closing, then the person on duty the next morning should call the person using the number from the sign-in sheet and ask him/her to bring the key back. If you have reservations about calling the person yourself then ask a supervisor to do it.

1/91 A:\BILLPROC

TRANFERRING PHONE CALLS

1) Tell the user on the line that you are transferring his/her call to another department and if possible give him/her the number of that department in case the call gets cut off. **Please keep in mind, though, that the direct number to the Reference Desk (5-6540) is not to be given out to anyone under any circumstances.**

2) Push the button on the phone base marked "Transfer" and wait for a dial tone. When you get the dial tone, either push the button for the department you are trying to call or if the phone does not have a button programmed for that department, punch in the numbers from the department phone list by the telephone.

3) When the department answers say, "This is the Help Desk, I have a transfer call." Then **you must push the "Transfer" button again** or the call will not transfer. Do not make "blind" transfers, you must always identify yourself as the Help Desk.

4) If the line is busy or there is no answer (check the sheet by the phone that has the hours of the various library departments to see if it is open) then go back to the user simply by touching the line button that is blinking and tell him/her that the line was busy or there was no answer and give him/her the number and ask him/her to call directly at a later time. If the department is closed tell the user this and use the department hours sheet by the phone to suggest a time when he/she should call back. We do not take messages for any department that is not open.

1/91 A:\PHONPROC

DATE DUE CARD STAMPING INSTRUCTIONS

1. At least one basket must be stamped every day. If there is not a basket at the desk when you arrive for your shift, call Circulation and ask for one.
2. Make sure that you have adjusted the stamper to the appropriate date (month, date, and **year**).
3. Make sure that what you stamp is readable. If you stamp the card and it does not look readable, stamp again directly below.
4. Date due cards are recycled, therefore, please stamp the date due in a horizontal line in the next available space below the last due date and as close to the above date as possible. If the card is full throw it away.
5. The blue cards are sticky, so please be careful not to skip some cards while you are stamping them.
6. From time to time the stamp pad must be re-inked so that the stamps will come out dark enough. There is bottle of black stamp pad ink in the supply drawer which you roll over the sponge part of the stamp pad.

Circulation appreciates your help.

1/91 A:\DATEDUE

CIRCULATION DUTIES

-Checking out books.

-Inquiries about books already checked out (e.g. How many books do I have checked out? When is a book due?).

-Recalling a book that is checked out.

-Having books sent over from the Fletcher Library at ASU West.

-Assigning the study carrels to PhD students and faculty.

-Placing a search on a book that cannot be located.

-Issuing courtesy cards to users who are not affiliated with ASU.

-Giving information regarding loan policies (e.g. How long is my check out period?).

-Lost and Found.

-Contact point for security.

-Signing withdrawal from the university forms.

-Contact point for maintenance and janitorial problems when Library Administration is closed.

1/91 A:\CIRCDUTS

PROCEDURES DURING A FIRE ALARM

1) Turn off the gate-locking control switches in the KNOGO drawer. Please do NOT call anyone back if he/she should set the alarm off.

2) Lock the 2 Help Desk drawers but leave the KNOGO drawer unlocked.

3) Leave the building. Do not stay at the desk.

4) When you return to the desk, remember to turn KNOGO back on in the drawer.

1/91 A:\FIREPROC

ABSENCE PROCEDURES

I expect you to work your assigned shifts unless it is an **emergency** (e.g. illness, death in the family, etc. Please see the Student Orientation sheet for unacceptable excuses) or you have found a substitute. **You** are responsible for finding a substitute for yourself.

For an absence you know about in advance:

Post a note on the Help Desk counter asking for someone to volunteer to substitute for you. Once you have found someone, leave a note in the supervisor's basket to inform him/her who the substitute is. If no one has volunteered within a few days of the absence date, call your co-workers using the Help Desk schedule. If you still can't find a substitute, notify your supervisor.

For an emergency absence:

Use your Help Desk schedule and call your co-workers to see if anyone can substitute. If no one can, call your supervisor. Notify the Information Desk if it is staffed, and if not then notify the Instruction and Information Services Office and/or the Circulation Desk.

Unexcused absence:

The first unexcused absence will be noted and will affect the rating for the attendence section of your evaluation. On the second, your employment here will automatically be terminated.

2/91 A:\ABSPROC

HELP DESK QUIZ

January 1991

Directions: For the questions marked with an asterisk you must write two answers: one for when the Help Desk is the only desk staffed (i.e. Information and Reference are both closed) and another for when either or both of these desks are open. If you feel that the answer is the same, write "same."

1) Are patrons permitted to use the Help Desk phone?

2) Are bound periodicals mixed with the books in the stacks?

3) Where are typing rooms located?

4) Is there a curriculum area? If so, what does the area contain?

5*) Are all newspapers on microfilm? How would you check to see if a particular one was?

6) What does an asterisk mean by a date in the PSL?

7*) Where are the magazine indexes located?

8) How is "current" periodicals generally defined?

9) Explain the following entries in the PSL:

   a) HAS 1-15 1960-1975
   b) Also, Microfilm 6- 1942-

10) Can microfilm be copied?

11*) If a patron asks you a question that you cannot answer, what should you do?

12) What call numbers are located in the Science Library?

13) Do we have magazines that are not listed in the PSL?

14) What is Current Only?

15*) Where are the newspaper indexes located?

16) Where do you send a patron if an issue of a periodical is missing or the library does not subscribe to it?

17) In the PSL, what does the listing "all holdings shelved under call number" mean?

18*) How would you check to see if we carry a particular newspaper?

19) Where would you send someone who wanted to check to see if we have received a particular date of a newspaper?

20) A patron can't find a bound periodical on the shelf? What would you suggest he/she do?

21*) A patron needs to find information on a certain subject? How would you help him?

22) Where is AZDOC?

23) A patron has the title of a journal. How should he find it?

24) Where is the Chicano Research Collection located?

25*) What area of the library carries Arizona newspapers and magazines?

26) What do you do for a patron who has locked himself out of his study room?

27) How many times do you let the phone ring when calling the Reference Desk? Should you give the patron the direct number to the Reference Desk if the line is busy?

28) Where do you report janitorial problems?

29) Where could a patron find a globe?

30) Where and what is folio?

31) How do you reserve the study carrels that are against the walls on the upper floors of Hayden?

32) Where do you send someone looking for college catalogs from

other universities?

33*) A patron says to you, "I need someone to show me how to use the computers." What should you do?

34) Find the call number for the book Accounting Ethics: A Practical Guide For Professionals by Philip Cottell. How did you find it?

35) What is Special Collections?

36) Where is the Center for Visual Literacy?

37) Where are the encyclopedias?

38) Where is the Disabled Student Resources Room?

39) A study room key due back at 8:00 pm on Tuesday night is returned at 7:30 am Wednesday morning. What should be the amount of the bill?

40) Can you reserve study rooms at Noble Science Library by telephone?

41) How long is the Reserve Desk open? How about the Copy Service?

42) Are there any specifications on getting a courtesy library card? If so what are they?

43) What and where is ARR1?

44) Where are the Archives?

45*) How should you help some who's looking for videos?

46*) How would you check to see if any other libraries in Arizona owned a particular periodical if ASU does not?

47) Where are call numbers M and ML?

48*) Is UnCover database material at ASU?

49) Where is the Career Services material located?

50) Where is the Solar Energy collection?

51) Where are style manuals kept?

52) Where and what is SPAN?

53) Regarding the Online Catalog Encyclopedia database:
    1) What encyclopedia is it?
    2) Do we have a paper copy of it?
    3*) How do you do bibliographic citations for it?

54) How long does it take to have a book sent over from the ASU West campus library?

University of California at San Diego

Central University Library
Information Desk Training Program

July 6 - July 16, 1990

Day 1, July 6, 1990

9:00 - 10:00	Orientation to Level 1: Welcome and introductions, explanation of the philosophy of the Information desk vis a vis the Reference Desk: Ginny Steel & Tammy Dearie (Room 263) Explanation and introduction to CPNM and relation of Information Desk to CPNM: Paul Harris
10:00 - 11:00	Tour of the Reference Department (index tables, CD ROM's, encyclopedias, ready reference, biography section, news section, thesis section, etc.): Steve Staninger (Reference Desk)
11:00 - 12:00	Tour of Access Services Department (circulation desk services, how to get a library card, ip-books, closed stacks, annex, intercampus van, ILL, reserves, LIBRARY EXPRESS LPS, emergency procedures): Claire Parker (Circulation Desk, follow up in Room 263)

Day 2, July 9, 1990

9:00 - 10:00	Finding Aids: MELVYL, Innopac, Serials List, card catalogs: Tammy Dearie (Room 263)
10:00 - 11:00	Reference Techniques: what to answer and what to refer, how to accomplish this gracefully and effectively: Tammy Dearie (Room 263)
11:00 - 12:30	CPNM Instruction: Paul Harris (Level 1 & Room 263)

Day 3, July 10, 1990

10:00 - 10:30	Science & Engineering Library Tour: Christy Hightower (S & E Reference Desk)
10:30 - 11:30	MELVYL Current Contents Instruction : Deborah Kegal & Christy Hightower (UGL Micro Lab)
11:30 - 12:00	Undergraduate Library Tour: Kari Lucas (UGL Reference Desk)
1:00 - 1:30	IR/PS Library Tour: Harold Colson (IR/PS Reference Desk)

Day 4, July 11, 1990

9:00 - 9:30	Special Collections Tour: Lynda Claassen (Special Collections - Level 8)
9:30 - 10:00	Government Documents and Maps Department Tour: Susan Starr (Level 6)
10:00 - 10:30	Telephone Techniques: Claire Parker (Ad Con)
10:45 - 11:15	CMRR Tour: Dawn Talbot
11:30 - 12:00	Slide & Photo Tour: Michelle Brown-Shelton
1:00 - 1:30	Music Department Tour: Garrett Bowles (Level 4)

Day 5, July 13, 1990

9:00 - 10:00	Scripps Institution of Oceanography Library Tour: Peter Brueggeman (Scripps Library)
10:30-11:30	Biomedical Library Tour and MELVYL Medline Instruction: Beverly Renford (Biomedical Library)

Day 6, July 16, 1990

9:30 - 10:15	Miscellaneous: Information Desk Notebook, Information Desk Ready Reference Collection, statistics, campus information: Tammy Dearie (Ad Con)
10:15 - 10:45	Wrap-up (scheduling, taking breaks, taking days off, vacation, sick time, etc.): Paul Harris (Ad Con)
11:00 - 12:30	Campus Tour: SOAR

Week of July 23 - 29, 1990

2-4 hours	Observation at the Information Desk: Tammy Dearie & Paul Harris

INFORMATION DESK

Introduction

The Information Desk is located in the Card Catalog Area of the Main Library and serves as a central information point within the University Library. Personnel at the Desk provide library users with Online Catalog instruction and information, card catalog assistance, ready reference service, and directional assistance. Both in-person and telephone service are provided at the Information Desk.

Staffing

The Information Desk is staffed all hours that the library is open. The Desk is staffed by Reference Library graduate assistants and Central Reference Services support staff. Personnel at the Desk are under the general supervision of the Central Information Services Librarian.

It is expected, of course, that personnel at this desk will report promptly for the hours scheduled and attempt to find their own replacements when their scheduled desk hours cannot be met.

Service

Information Desk personnel exercise initiative, judgment, courtesy, and flexibility in meeting the needs of library users. Providing service requires an extensive knowledge of Online Catalog search capabilities, cataloging and filing rules, and uncataloged library resources as well as familiarity with the contents of the ready reference tools at the Information Desk. In addition, a knowledge of the operation and resources of the library as a whole is a necessity. It is essential that desk personnel are cognizant of the location of all library units in the Main Library as well as the location of other departmental libraries on campus. Training sessions are provided for the Reference Library graduate assistants and are open to all Information Desk personnel.

Information Desk personnel operate with a considerable degree of independence in performing services offered. Personnel are requested not to leave the area unattended while scheduled at the Desk. They are encouraged to offer active, not passive, assistance to library users in the general area. Information Desk personnel must always be approachable. Patrons are hesitant to approach someone who has his or her head buried in paperwork or is engaged in telephone and in personal contacts. If on the phone or assisting someone else when a patron approaches, attempt to let the approaching person know you will be able to assist him in a brief time period. A positive, enthusiastic public service attitude is of primary importance. Respond to all requests for assistance with courtesy and promptness.

INFORMATION DESK DUTIES:

1. Assist, explain, and instruct library users in the use of the online catalog. Also assist patrons in learning to search for needed items at other LCS campuses. Instruct patrons how to charge, save, and renew items on LCS.

2. Assist library users to locate items through use of the card catalog, the Serial Record, the Public Shelflist, and any special catalog card files available. While assisting in locating items, explain and instruct users in the use of these tools.

3. Provide answers to quick ready reference questions by using the reference tools located at the Information Desk.

4. Answer directional questions as completely as possible, providing handouts on location and hours of other library units whenever such assistance will be helpful.

5. Respond to telephone queries as promptly as possible. Do not leave a patron on hold for over 2-3 minutes. (See separate sheet outlining telephone procedures.)

6. Refer any patron whose question you are unable to answer to a librarian at the Reference Desk.

7. Orient users to the collection and bibliographic resources available in the Library and to their accessibility. Help locate particular resources through the online or card catalog, but do not attempt to answer in-depth questions that should be referred to the Reference Desk or other library units.

8. Orient and assist staff of the Library who request help in person or by phone.

9. Complete assigned projects when the desk is not busy. Such projects will be left at the desk in the job box or in the graduate assistants' mailboxes in the Reference Office, Room 300.

10. Use the forms provided to record statistics of the area.

11. Report to the Central Information Services Librarian any suggestions, problems, etc. that need immediate attention.

12. Record on the Question Clipboard questions you encounter which you are unable to answer or any situation about which you need more information.

13. Check the Message Board daily for new information, announcements, etc and especially when coming on duty at the Desk.

14. Perform closing procedures for the Information Desk and the Reference Room when staffing the Information Desk at closing times.

15. Make print outs of suspected errors in the online catalog and place in the online catalog corrections box. Report suspected errors in card catalog to a Reference Librarian.

16. Perform other related duties as these arise or are assigned.

OTHER RESPONSIBILITIES OF GRADUATE ASSISTANTS AND STUDENT ASSISTANTS:

1. Seek ways to facilitate services to library users, including, but not limited to, searching and training on the online catalog, searching and explaining card catalogs, providing answers to ready reference questions, providing directional information, etc.

2. Provide the Central Information Services Librarian with suggestions, ideas, information on problem areas, etc. related to the Information Desk.

3. Provide the Central Information Services Librarian and the Training Coordinator with suggestions, ideas, etc. related to training, the assistantship, and topics or areas about which you need information, instruction, etc.

4. Keep up-to-date with changes or modifications on LCS, FBR, and card catalog.

5. Read Library Office Notes each week to keep up-to-date with relevant information that may assist you in helping patrons. The Online Catalog page is especially important. Copies of LON are routed through mail boxes in the Reference Office and a copy is kept in the routing box at the Information Desk.

6. Read Reference Department Staff Meeting Minutes.

7. Read materials routed you you. Check mail box, message board or routing file daily.

8. Ask questions of appropriate library personnel when something is unclear to you. Always ask questions or refer a patron to the Reference Desk rather than give incomplete, misleading, or erroneous information.

9. Remember your scheduled work hours and report promptly. Others depend on your being there on time. If you cannot meet you assigned schedule because of illness or emergency, please find a replacement from other graduate assistants scheduled to work at this desk. Please mark any schedule changes on the schedule at the Information Desk. If you cannot find a substitute, please contact Beth or Elsie in the Refcrence Office (3-1900). Vacation time should be arranged in advance. Illness should be reported to Beth, or in her absence to Elsie.

10. Attend weekly graduate assistant meeting.

??????????????????????????????

QUESTIONS

Please record questions to which you need an answer. Include questions about Online Catalog, card catalogs, Serial Record, the Library system, library collection, library materials, libra services, the campus, etc. Also record situations or problems you encounter about which you r more information. We will discuss these items at the weekly Graduate Assistant meeting.

Date	Initials	

BIBLIOGRAPHIC INSTRUCTION ACTIVITIES

Opportunities are frequently for you to voluntarily participate in instruction programs offerred by the Reference Library. Graduate assistants are encouraged to take part in these activities, which provide an excellent means of gaining practical experience in user education. Instruction opportunities range from giving tours of the library to teaching research strategies for specific topics.

The User Education Coordinator arranges these instruction programs and will announce opportunities at the weekly meetings, post notes on the bulletin board at the desk, or approach you on an individual basis. Recurring programs include introducing international graduate students to library research, and teaching introductory economics students to find statistical sources. Each of these programs involves a formal training session; our intention is not to throw you into something like this without preparing you for it. Other instruction programs are offered as needed.

A few weeks into the semester, after you've had a chance to acclimatize yourselves to the regular job routine, the User Education Coordinator will talk to you about this again and, at that time, compile a list of people who are interested in instruction. Placing your name in such a list does not mean that you will be expected to immediately start giving tours. It does mean that you will be included in a tour training session and/or otherwise be considered for instruction opportunities and training. You can, if you like, defer actual participation until spring semester. We encourage you to attend one of the general tours or other course-related instruction sessions. Attending a session shows you what the instruction is like and helps you prepare for your own teaching.

Actual instruction time and any formal training that may be involved will be counted towards the accumulated hours due the department. Unfortunately, we are unable to compensate you for your individual preparation time.

7/89

The Mission of the Reference Assistant

This is a preprofessional experience. It is here that you will begin building accomplishments and achievements on which to base your career. You will receive as much from this assistantship as you put into it. Take advantage of the opportunities available to you.

We expect a professional attitude and style. You portray an image which affects the public perception of the Library and the service you give. You are providing a very important service for the Library. Please dress and act accordingly.

You will exercise a great deal of self-direction and self-control. There will be times when you will work unsupervised. We welcome your suggestions for improvements in service and in training.

This is a growth situation, with continual learning. Don't be afraid to feel inadequate. The assistantship should provide you with as broad an experience and exposure to as many things at the UI Library and the field of Librarianship as possible. We will try to keep you informed on conferences, workshops, and other professional development activities in the area. You are encouraged to attend what you have time for and interest in.

Information Desk
Competencies

The following behaviors are expected for competent performance at the Information Desk:

I. Knowledge and skills
   A. Online Catalog
      1. Displays facility with LCS (e.g., uses serial limiter appropriately, uses author searches for periodicals when necessary, understands analytics, searches other schools when necessary)
      2. Demonstrates basic FBR skills (uses author and subject authority files, uses truncation with author searches, uses keyword in the title searches to identify subject headings)
      3. Grasps the capabilities and limitations of the Online Catalog (searches for one word titles in LCS, not FBR; searches for hyphenated words, compounds names, and pseudonyms both ways)

   B. Card Catalog
      1. Understands the General Card Catalog (e.g. displays knowledge of filing rules, shows understanding of cataloging rules)
      2. Knows when it's appropriate to use the card catalog (subject access before 1979, analytics, serials ceased before 1950, added entry authors, etc.)
      3. Uses special files when appropriate (e.g., uses Serial Record, Shelflist, Thesis file when necessary)

   C. Reference
      1. Demonstrates working knowledge of the ready reference collection.
      2. Utilizes Information Desk Notebook, Rolodex, when appropriate.

   D. Referrals to Reference
      1. Displays grasp of goals of Information Desk (e.g., does not attempt to handle in-depth reference questions, makes appropriate referrals).

   E. Directional
      1. Maintains general knowledge of location of libraries and buildings on campus.

   F. Policies and Procedures
      1. Uses telephone tree appropriately
      2. Understands fire and tornado emergency procedures
      3. Uses appropriate procedures to report malfunctioning terminals
      4. Understands scheduling policies and procedures
      5. Understands office policies and procedures, methods of requesting supplies for Info Desk
      6. Uses appropriate procedures to check out taped tours and to make referrals for in-person tours

II. Interactions with Users
  A. Maintains a professional posture
    1. Looks alert, confident, and interested
    2. Manifests openness (e.g., is approachable)
    3. Works to minimize initial barrier between patron and staff member
    4. Establishes good eye contact (e.g., looks up as patron approaches desk)

  B. Desk Service Priorities
    1. Gets people started and returns for further assistance
    2. Acknowledges the presence of users not yet served

  C. Effective Communication
    1. Uses good grammar.
    2. Gears expression to user's understanding
    3. Avoids unexplained unnecessary jargon
    4. Speaks in positive, relaxed, appropriately loud tone of voice

  D. Helps Shape Questions
    1. Listens well
    2. Seeks definitions
    3. Asks Constructive questions

  E. Instructs Users
    1. Explains steps taken
    2. Gives source used

  F. Shows all users equal consideration
    1. Is polite to all users
    2. Uses appropriate telephone manner
    3. Is sensitive to user's level of skills and knowledge

  G. Handles frustrated patrons well
    1. Maintains composure

III. Interactions with colleagues at the desk
  A. Is a reciprocal team player
    1. Takes initiative to share knowledge with colleagues (e.g., is sensitive to needs and contributes constructively)
    2. Knows when to ask for help, but is not overdependent

  B. Establishes desk service priorities with coworker
    1. Reports promptly for work
    2. Pulls his/her own weight
    3. Minimizes time away from desk
    4. Makes coworker feel comfortable

Information Desk Materials

Please become familiar with the location and content or use of the following items at the Desk.

1. Information Desk statistics sheets and Questions sheets for the day are kept on clipboards. Copies of the forms are in the Desk. Daily statistics sheets are place in the box marked "Completed Statistics Sheets" at closing.
2. LCS Manual and the FBR Manual have detailed information about searching, charging, saving, renewing, etc. A special Online Catalog Information Notebook has been created to incorporate handouts received in orientation and continuing training. The 10 Training Manual also includes useful information about using the statewide system.
3. Trouble Logs, one for each terminal, are used to record malfunctions and the reporting of the malfunction.
4. "LCS Temporarily Down" signs are placed on terminals when the online catalog is down for a period of time. Other signs include "Out of Order - Reported", "Reserved for demonstration", "Please Ask for assistance at the Reference Desk", and Tornado and Fire Warning Signs.
5. Online Catalog Corrections box. These are marked by categories.
6. MTD bus schedules, when available, are kept in the Desk. Schedules may be distributed to patrons. Ask Eva if more are available when supply runs low.
7. The card file (Rolodex) on the Desk contains brief facts about the library, the Library Collection, LCS, FBR, and the campus. Answers to frequently asked questions may be found here. May refer to sections in the Notebook.
8. Notebook contains information about the Library collection, emergencies, library staff phone numbers, etc. The card file often refers to sections in the Notebook for further information. A separate notebook contains information about the online catalog.
9. A copy of the Information Desk Training Manual will be kept at the Information Desk.
10. The core collection of reference tools is used to answer ready reference questions.
11. Library of Congress Subject Headings.
    a. Two editions of LCSH are kept in the card catalog area.
        - 9th edition represents the latest edition used in creating subject headings for the paper catalog.
        - 11th edition represents the edition used in present cataloging.
        - The authority file of the online catalog is the 9th edition with updates not always reconciled.

    b. Supplements to LCHS are available in the Reference Room.

c. A review on interpreting the headings:
   - -Bold print terms are accepted terms used in the catalog.
   - -Terms following BT are broader terms used in the catalog.
   - -Terms following NT are narrower terms used in the catalog.
   - -Terms following RT are related terms used in the catalog.
   - -Terms following UF (used for) are terms not used in the catalog. Use the preeceding bold print term.
   - -Terms followed by USE are not used in the catalog. Search with those terms that follow USE instead.

d. (May Subd Geog) following an entry means that the heading may be subdivided into geographic subdivisions without intervening form subdivision.

12. Handouts for patrons include:
    - a. Campus Information
      1. Maps
      2. Bus Schedules
      3. Recycling
    - b. General Library
      1. Library Schedule
      2. Handbook
      3. Brochure
      4. Self-Guided Tours
      5. Circulation Policies and Procedures
    - c. Online Catalog
      1. Searching Guides (multicolored)
      2. Dial Access
      3. Off-Campus Borrowing
    - d. Reference Library
      1. Reference Library Handouts
      2. Card Catalog Handouts
      3. Finding Articles
      4. Newspapers

13. Floorplans of the Main Library are used to direct patrons within the building.

14. Message board is used for notes, memos, and announcements. Please check this each time at the Desk and initial after reading.

15. Supplies. Please inform Eva Parisi in the Reference Office with a note in the bottom drawer below completed statistics forms when any supplies at the Information Desk are running low (e.g., printer paper, p-slips, statistics sheets, etc.).

16. The telephone answering machine is used whenever the library is closed to allow a pre-recorded tape to announce the hours of the library. Please report any problems with the equipment to the Central Information Services Librarian.

Michigan State University

INFORMATION DESK

STUDENT AND STAFF TRAINING MANUAL

Revised May 1990

QUICK REFERENCE SHEET, or WHAT DO I DO WHEN . . .?

If a patron needs to . . .	Follow these procedures . . .
find a particular book (knows the author and/or title)	in-person: refer to Instruction Alcove, if staffed, or show them how to use MAGIC. by phone: check MAGIC
find a particular periodical article (knows name of periodical, date, pages, etc.)	refer to Instruction Alcove, if staffed, or show them how to use MAGIC
find books on a particular topic (doesn't know authors or titles)	refer to Reference for assistance with Subjects
know where a book is shelved	give them a "Call Number Locations" bookmark and direct them to appropriate wing and floor. Also, refer them to signs and tape lines in the stacks.
find periodical articles on a particular topic (doesn't have specific citations)	refer to Reference for assistance with periodical indexes
find the *Reader's Guides to Periodical Literature* or other index	refer to Reference for assistance with periodical indexes. The *Reader's Guide* is one of *many* indexes in the library.
get borrowing privileges	refer to Circulation
place requests for holds, remote storage, extended searches, etc.	print out form MAGIC-fill out top of form with stamp, and place in appropriate file. Be sure to initial, date, time and volume number when appropriate.
find out about an event on campus	check current events notebook
find out the status of a particular issue of a periodical (received, claimed, etc.)	check Innovacq
find out hours of branch libraries	check MAGIC, t=library hours
complain, compliment, suggest	refer them to the suggestion box and point out response board

find location or bus route on campus or in town	refer to map board (bus schedules below) or give out campus map
arrange for a computer literature search (online search, database search)	refer to Reference
pick up a completed database search	refer to Copy Center
get change or buy supplies	refer to Copy Center
request an interlibrary loan	refer to Reference
pick up an interlibrary loan	refer to Circulation

INTRODUCTION TO THE MSU LIBRARIES INFORMATION DESK

Goals and Objectives

This manual is designed to train staff working at the MSU Libraries Information Desk. It provides guidelines for practical routine activities that are encountered at the desk and is intended to assist staff in answering patron queries in a consistent way and to facilitate desk operations by clarifying various roles within the department. Refer to it often as a tool to help you become comfortable and thus confident in your position. In brief, the goals of the Information Desk are:

- to present a positive first impression of the MSU libraries and its staff.
- to determine library user's specific needs and refer them to other locations as appropriate.
- to answer library users' questions about MSU libraries' holdings and services, MSU and community events and activities, and locations around the community.

The Information Desk is a service of the Information/Reference Department. As the central information point in the library, the Information Desk serves an important public relations function as well as provides the following services:

- directional assistance to library, campus, and community locations.
- information on main and branch library hours.
- information on campus and community events.
- instruction and assistance in the location of library materials through MAGIC and Innovacq.
- referral to the Reference Desk of all patrons with reference questions. Reference questions include:
    - information from books, periodicals, newspapers and other sources.

-- use of periodical and newspaper indexes and abstracts.

-- questions that require answers from sources other than those outlined in this manual.

Conduct

The image you project to the public is very important. You must be able to deal with people and questions effectively and efficiently. All library users should be treated with respect and given top priority.

The following is a checklist of proper conduct and procedures at the Information Desk:

A. Desk Attitude

1. There is no specific dress code for employees of the library. Guidelines are to wear clothing suited for your position in the library. All Information/Reference employees are in the public's eye so be comfortable but not sloppy. Holey shirts or pants, bare midrifs, short shorts, etc. are clearly inappropriate for public service. Lastly, policy from the Director of the libraries--No hats.

2. Avoid crossed arms, frowning, finger-tapping, looking bored, or turning your back to the desk. Look approachable at all times! Posture and appearance does project an attitude. Do not prop your legs onto the desk and no horseplay at the desk!

3. Keep social conversations brief.

4. Conversations with friends or other Information Desk staff should cease in mid-sentence when a user approaches.

5. Keep the desk area between you and patrons as clear and neat as possible. The public is sensitive to physical barriers of any kind. If you are doing assigned work at the desk, it should be of the type that does not require a significant amount of concentration.

6. Never read books or newspapers at the desk. Studying is prohibited.

B. Library Patrons

1. All patrons are to be treated with equal attention, respect, and sensitivity to their needs. Whenever necessary, reassure the patron that the question is not stupid. Any question that a person needs answered is legitimate and important, no matter how often you may have answered that question already. Approach each question in a fresh way. Anytime you can say "You're right" or "That's correct", do so. Most patrons have a high level of frustration with the library, so kind words and encouragement are appreciated.

3. Greet all patrons pleasantly: "Hello, may I help you?" is recommended. If you are busy with others, acknowledge the newcomer with a nod, smile, or quick word that you will be with them in a moment.

2. Be friendly but do not become too personal with patrons.

C. Answering Questions

1. Never guess at an answer. To admit that you don't know is preferable to giving misinformation. Respond with "I don't know but I'll find out" or refer the user to the Reference Desk. If you are unsure about referring a library user to a particular location and a staff member is not present to ask, call that area before sending the user and ask if the referral is appropriate.

2. Double-check with a staff member whenever you are unsure of an answer or procedure. If you are on duty during the weekend when a staff member is not on duty, tell the user that further checking will have to be done. Get the person's name and phone number and leave a note with dates, times, and your name for the desk supervisor.

3. Patrons standing at the desk awaiting assistance have top priority and in-house telephone lines have second priority. If you are busy helping someone at the desk and the telephone rings, let the tape machine answer. It will give the caller a message and put them on hold until you can assist them.

4. Telephone callers are limited to three look-ups per phone call per day. In-house patrons with extensive needs (e.g., 6 extended search requests) should be helped with the understanding that you may need to assist with other questions as they arise. Be tactful when explaining this policy and refer any complaints or problems to the supervisor.

5. Whenever we do not own an item, whether it is a book,

journal, magazine, etc., offer to refer the patron to the Reference Desk for additional assistance (see "Referral").

D. Co-Workers (work attitude)

1. Under no circumstances should there be any discussion outside of a professional context about a patron or group of patrons. You are very susceptible to being overheard at the desk, so any transaction between a user and desk staff is of a confidential nature and should be treated with respect.

2. Under no circumstances are any statements to be made about the abilities of other library units or personnel (including your Information Desk co-workers).

3. Remember to tell your co-worker if you are leaving the desk area, e.g., on an instant search, to the bathroom, on break, etc. This is a small gesture of common courtesy which really helps promote better working relationships. The desk should NEVER be left unattended; wait for your replacement or for your co-worker to return before leaving the desk.

Scheduling/Work Shifts

The desk schedule is established during term breaks and begins the first day of classes. A schedule of your availability is to be completed and turned in to John before the last day of finals the previous term. Adjustments to the schedule will be made during the drops and adds period to accommodate everyone as much a possible. Yet you must realize the desk and shelving coverage is the most important factor in establishing the schedule. The number of work hours/week is fixed for the term, with some time periods, such as Friday and Saturday nights, rotated among student staff.

If you cannot work your assigned time, it is your responsibility to find a substitute. To do so, post a sub-slip (see below) on the cork board, under the schedule (a maximum of two per term), and check periodically to make sure someone has taken your hours. If you have difficulty finding a sub, talk with Student Supervisor --you are responsible for those hours unless other arrangements are agreed upon by the Supervisor. If you sign a sub-slip for someone else, you become responsible for those hours. The Student Supervisor will check sub-slips regularly and record subs on the wall calendar by the desk and on the sub calendar on his desk.

INFORMATION DESK SUB SLIP

____________________ will work for
(Signature of Sub)

____________________ on M T W Th F Sa Su
(Circle One)

___-___-___ from ______ to ______
(Date) (Time)

If you are ill or cannot make your shift due to an emergency or unforeseen conflict, try to contact a sub from the telephone list you will be given at the beginning of each term. If a sub is not available, call the clerk or librarian on duty and explain the circumstances. If there is not a clerk or librarian on duty call those listed on the phone list in the order they are listed. Please give us as much notice as possible. Absences are to be reported only to a staff member. Unexcused absences and tardiness will not be tolerated (see "Probation"). If you repeatedly have problems with working one of your desk shifts, talk to the Student Supervisor in about rearranging your work schedule.

Breaks

During your work shift, you are entitled to a fifteen minute break for every four or more consecutive hours worked. Breaks should be arranged with other desk staff so that the desk remains adequately covered; breaks should never be taken without informing your co-workers.

Breaks can be taken in the Library staff lounge (called Take 10) located in the basement. Have the clerk on duty or a veteran student employee show you how to get to the break room. At night and weekends access is only with the break room key located in the key drawer (explained later) and through the center stairwell behind the elevator in the Browsing area. **ONLY** Library staff taking breaks during work hours are allowed. This rule must be strictly followed in order to insure student employees have access to the room.

Probation/Dismissal

Because the desk is staffed by many individuals who are working a variety of schedules and shifts, dependability is extremely important. You are responsible for covering your desk hours or making arrangements when you cannot (with the knowledge of the Student Supervisor or the Information Desk Supervisor). The following excuses for absences are always accepted:

1. Illness.
2. Severe illness or death in the immediate family.
3. An unscheduled class or examination for which the employee is given less than 24 hours notice.
4. Other reasons may be accepted at the supervisor's discretion.

Otherwise, students are required to report to work on time. This means being at the desk ready to work by the time your shift begins. If for some reason you are going to be late, call the clerk or librarian on duty and state when you will arrive. If you are more than 10 minutes late without a phone call, it will be considered an unexcused absence.

You may be dismissed without warning for the following major offenses:

1. Willful refusal to carry out supervisor's instructions.
2. 3 unexcused absences during the year.
3. 3 unexcused tardinesses during the year.
4. Abuse or misuse of authority.
5. Failure to accurately report or record time worked.

6. Theft.

You may receive a written warning and or be put on probation for the remainder of the term for the following minor offenses:

1. Tardiness.
2. One unexcused absence.
3. Poor performance of work responsibilities.
4. Inappropriate conduct with patrons at the desk.

Procedures for probation are:

1. Student will be given a written copy of the reason for probation.
2. Performance will be evaluated at the end of a probation period; unsatisfactory performance will result in dismissal.
3. Additional minor offenses will be considered in evaluation of the students performance.

Lay of the Land, or Locations of Important Places and materials

For the following information, refer to the map of Information/Reference at the end of this chapter; then move around the area and look at the items discussed below as you read about them.

AREA 1

Handouts

Supplies of many library handouts are located under the south end of the Information desk. These supplies are used to replenish the handout racks across for the Information desk. Look through the various handouts to become familiar with them.

MAGIC terminals and Innovacq (explained later)

Phone directories and current MSU catalogs

Notebook shelf

Located directly behind the information desk, this shelf holds many of the sources we use to assist library patrons. Most will be explained later in the chapter about answering questions. Those remaining are no less important and are covered below.

A. **Current Memo Book** Because there are so many employees in the department the only way to relay information about policy changes, helpful hints, etc. is through departmental memos. You should read the memos at the beginning of every desk shift. Memos are to be initialed after you read them. You are accountable for knowing the information communicated in the memo notebook. If you have questions or need clarification, ask the clerk on-duty or Student Supervisor.

B. **Emergency notebook** Within this notebook are the procedures to follow in the case of an emergency. It is very important to be familiar with these procedures **BEFORE** an emergency occurs.

C. **Information desk manual** A copy of the desk manual is kept at the Information desk to use and study. Even seasoned veterans are incouraged to continualy review the manual. Relying on your memory is a pit fall that should be avoided.

Small Filing Cabinet

A. Tool Drawer - flashlight, etc.

B. Back up drawer

C. Campus and community drawer

AREA 2

User Request Bins

This is where completed user requests for Extended Searches, Remote Storage, Uncataloged books, and Holds are placed. They are located above the printer.

Message Board, Chalkboard, and Calendar

The wall to the right of the Information Desk should also be checked daily. Posted on the corkboard are telephone messages for staff, information for patrons who are calling back, and other announcements and bulletins from the library administration. This should be checked at the beginning of each shift for information important to your shift. The chalkboard is used by librarians and clerks to sign in and out and to let you know of their whereabouts during the day. Check it when calls come in for these people (see "Telephones").

On the pillar, is a wall calendar. Names of the weekend evening staffing will be recorded here.

Innovacq and Printer

Under the Calendar is the Innovacq terminal used to determine the status of serials for which we currently have subscriptions and for newly ordered and/or received titles. Next to the MAGIC terminal is the printer used to make user requests. All of these will be explained later in the manual.

AREA 3

Clerk Desk (for lack of a better name)

This desk is located right behind the Information Desk as you enter the desk area from the Beaumont side. This desk is where the supervising clerk or students can sit during their shifts to work on projects. Covering the Information desk is of primary importance; you should only work on a project away from the Information desk during your scheduled desk time if the desk is adequately covered by other staff and you've received the go-ahead from a supervisor. The following are located in the Clerk Desk.

CENTER DRAWER

-- Miscellaneous supplies

BOTTOM LEFT DRAWER
-- Remote Storage Materials
-- Sign Room Equipment

Photocopy Basket

Part of the daily checklist is to photocopy items in the photocopy basket which is located on a shelf around the corner from the desk. Staff should note the number of copies and their name on each request. Copying is done in the copy center. You must use the I/R orange card and ask for a "library key" or a box which plugs into the copier and counts the number of copies you are making. You will be assigned to a numbered machine by a copy room staff person. Once copying is completed, place the copies in the mail basket of the staff person making the request.

Project Tray

The projects tray is located next to the Photocopy basket on the same shelf. When it is slow at the desk, and you have completed the tasks on the daily checklist, check this tray for projects. Some of the projects can be done while at the desk; others involve working away from the desk. Before you leave the desk area to work on a project, clear it with the clerk on-duty.

Current Events Tray

Located next to the Projects Tray, this is where items to be included in the current events notebook (explained later) are placed. If checking the Current Events notebook does not show an event you can check this tray in case it has not been input yet. Also, write in current events taken from the State News in the morning.

Handouts

There are additional handouts under the Current Events shelf. Generally, these do not go on the handout racks across from the Information Desk but may be requested by library users at the desk.

Time Cards

Along the Instruction Alcove inner wall,you will find the student time cards on a shelf. You must sign in when you arrive for work and have a clerk or librarian initial your card. Sign out only when you are leaving, not before, and have a clerk or librarian initial your card again. The blank daily checklist forms will be found on this shelf.

AREA 4

Lost and Found

The Information Desk maintains the library's lost and found. Items turned in to the desk are placed in the locked shelving unit around the corner from the desk and across from the coat rack. The key to the shelf is in the center drawer of the projects desk (in AREA 5). Lost and Found items are taken to the lost and found at the post office in the union at 9:30am Monday-Friday; lost I.D.s are taken to

Room 110 Administration Building at that same time. The library does not take responsibility for items lost or found in the building. Therefore ,it is important to remember that we do not call people whose items have been turned in--this includes wallets, purses, and other valuables that have identification in them. Also, we will not take names of people reporting lost items so that they can be notified if the item is turned in.

Supply Cabinet and Project Desks

Next to the Lost and Found is the Supply Cabinet. General supplies, pens, pencils, staples , etc. are in this cabinet. Also in this cabinet are student files to keep information you may want available at work, like your manual or projects you have been assigned.

Next to the Supply Cabinet is a project desk. This is useful when a project takes more concentration then is acceptable at the Information Desk. In the center drawer of the first projects desk are back-up keys for Main and branch library areas. Included are keys to PC Room, Bibliographic Instruction Room, Lost and Found, etc. Some of these keys have specific instructions that must be followed before they can be used. Never give keys out to anyone who does not identify themselves as a library employee.

Mailboxes

Each librarian and clerk has a mailbox on these shelves. There are also three trays for outgoing mail: within the library, on campus, and U.S. mail. The mail is taken to the mailroom in the morning and afternoon, Monday-Friday. We cannot take outgoing U.S. mail for patrons or students/staff; public mailboxes are located in the Administration Building and at the Union. You may accept campus or library mail and place it in the appropriate tray with the understanding that we do not take resposibility for it reaching its destination.

Remote Storage Cart

This cart is located under the Remote Storage shelf. Books to be returned to Remote Storage are placed on this cart.

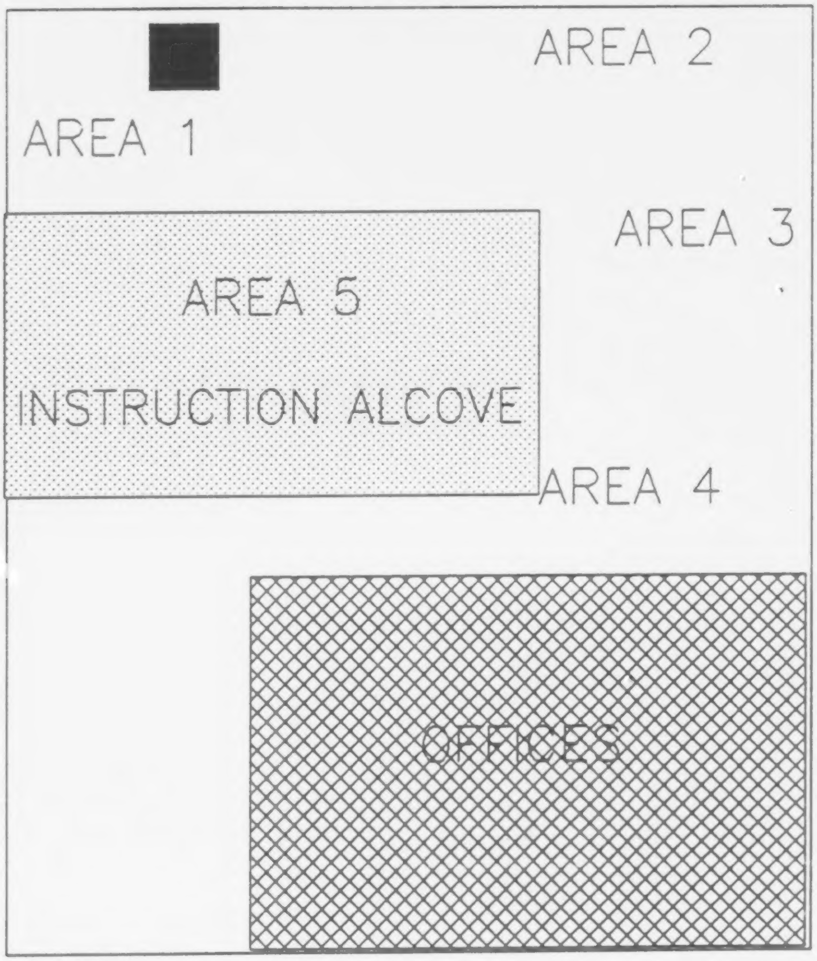
Book Repair Box

Often times library users will bring books with missing pages or in need of binding to the Information Desk. When this occurs, write the missing pages or binding problem on a piece of paper, put it in the book and place it in the box under the mail baskets.

AREA 5

Instruction Alcove

This area is staffed during busy times of the day to provide patrons with assistance and training in using MAGIC. You may be assigned to work here during part of a desk shift.



INFORMATION REFERENCE MAP

DIRECTIONAL AND INFORMATIONAL QUESTIONS

Two types of questions that you will get asked at the Information Desk are directional questions and informational questions. Directional questions require that you be able to give clear and concise directions to places in the building and on campus. Informational questions require that you be proficient with the use of the information sources at the desk and can find answers in these sources quickly.

DIRECTIONAL QUESTIONS

In The Main Library

The Main Library building is two four-story wings connected only on the ground and first floors. It consists of three major collections and several special subject areas in one building. The major collections are: Main (which includes the collections formerly titled Research, Undergraduate, and Science), Reference (which includes Information/Reference and Social Sciences and Humanities Reference), and Art.

	East Wing		West Wing
4	L - P*		Audio, Take 5, Handicapper
3	F - K*		Art, Micro, Theses, Maps, T-Z*
2	A - E*		Science Library; Q, R, and S*
1	Circ, I/R, Arr	Browsing	Periodical Reading Room
G	Spec.Coll., Archives	Documents	SSHR

*Call number ranges

It is apparent from this diagram why it is so important to give library patrons correct and clear directions. The Black Box (explained later) is the major source for directions to main library locations. Also, use the red wall map at the desk and the tape lines on the floors to facilitate directions. Tape lines are:

red	Assigned Reading (to the south)
blue	Circulation Desk (to the south)
yellow	Between the Two Check-out Desks
green	West Wing Stairs (to the north)

The red and blue lines can also be used to direct patrons to the Copy Center and the East Wing Stacks.

On Campus

At the desk, you will also be asked directions to various locations on campus, particularly to the branch libraries. Use the campus maps under the counter to give directions on campus; the patron can take a copy of the map with them. There are also several maps on the public bulletin board next to the desk: campus map, Lansing/East Lansing map, campus bus routes, etc. Refer patrons to these maps and offer to assist them if they have questions.

INFORMATION QUESTIONS

The Information Desk is an information clearinghouse for most of the campus. On weekends and after 5:00pm weekdays, the Library is frequently the only location on campus that is open. Therefore, it is important that we be able to provide accurate campus and community information. Remember these important guidelines:

-- always make a thorough attempt to find the information requested

--avoid giving misinformation by never relying on your memory

-- make a note of any information that you find missing from our sources and put it in the Student Supervisor's mail basket

Information Questions About the Library

The main sources for information questions about the library are the Black Box and the Blue Notebooks labelled "In-house" and "Serial".

A. **Black Box** The black box is a valuable source for directions to locations in the library and provides information on frequently asked questions such as lockers, photocopiers, faculty carrels, typewriters, database searching, etc. It is located on the notebook shelf behind the Information Desk. Look through the box frequently to keep yourself up-to-date on its contents.

B. **Blue Notebooks**--located on the notebook shelf behind the Information Desk.

1. In-House--contains the following information:

    a. Information/Reference staff and student home phone list for the term.

    b. Library Staff phone numbers, alpha and departmental lists. Pay close attention to the instructions at the beginning of each listing.

    c. Library Room Numbers

    d. Location Codes Bookmark

    e. MSU Branch Designations (on MAGIC)

The most frequent use of this notebook is to identify library personnel's departments and phone numbers. A helpful hint: if you do not find a persons name in the In-House book, refer patron to the Director's Office.

2. Serials--contains the following information:

    a. Michigan/U.S./National Newspapers in the Periodical Reading Room (PRR).

    b. Newspapers form around the world kept in PRR.

    c. Daily Newspapers on microfilm in the Microforms Library.

    d. Bound periodicals shelved by title in the Magazine Collection

    e. Procedures for checking on Congressional Documents Series.

This notebook is particularly useful for patrons who ask about newspapers we receive from different areas.

Information About the Campus/Community

Sources for information about the campus and the community are: Blue Notebook (labelled "out-house"), Current Events Calendar, Campus/Community Information Drawer, Back-Up Drawer, maps, MSU Catalogs, directories and guides.

A. **Blue Notebook**

1. Out-House--contains the following information

   a. Branch library hours (also available on MAGIC)
   To search on MAGIC:
   In LTTS - (type) fi t library hours
   In LUMS - (type) t=library hours

   b. MSU Departmental Libraries and Reading Rooms
   These are not affiliated with the MSU Libraries.

   c. MSU Union Hours of Operation

   d. Intramural Buildings Hours

   e. MSU Summary of Building Hours

B. **Current Events Calendar**--provides day-by-day information on events held on campus or sponsored by MSU. This includes:

1. Miscellaneous and Special Events
2. Exhibits
3. Conferences, lectures, meetings, and workshops
4. Sports
5. Theatre and Dance
6. Music
7. Films

Items for inclusion in the calendar should be placed in the events tray. Detailed information about some events (press releases, brochures etc.) is in the Back-up Drawer.

C. **Campus/Community Information Drawer** (Drawer II) This drawer is in the small file drawer box on top of the small filing cabinet. It includes addresses and phone numbers of campus services and offices and selected community resources.

D. **Back-up Drawer** This drawer is the upper right-hand one in the small filing cabinet. It is used to store pamphlets and other information materials from some of the services listed in the Campus/Community Information Drawer and the Current Events Notebook.

E. **Maps and Catalogs Shelves** Located on the shelf under the counter below the printer. These shelves include: campus, community and Michigan maps; past copies of the MSU Schedule of Courses; past MSU catalogs--Academic Programs, Graduate Studies, and Description of Courses; and past MSU telephone directories. Current catalogs and phone directories are kept on the shelf directly under the desk--see below.

F. **Directories and Guides Shelf** Located directly under the desk, this shelf includes:

1. Lansing Area Telephone Directory
2. MSU Faculty/Staff Directory (current)
3. MSU Student Directory (current)
4. MSU Academic Programs (current)
5. MSU Description of Courses (current)
6. Schedule of Courses (current, past, and next)
7. Referral Directory (Directory of MSU Referral Resources for Career and Educational Information)
8. Dictionary
9. Spartan Life
10. MSU Fact Book

These last two items are useful for answering miscellaneous facts about the campus--buildings, activities, history, policies and procedures, etc. Look here first before referring an MSU question to the Reference Desk.

It is a good habit to regularly review all of these materials when it is slow at the desk. This way you can refresh your memory and learn about new information as it is added to these sources.

INTERPRETING BIBLIOGRAPHIC CITATIONS

Besides directional and information questions, the Information Desk also provides known-item or holdings information. By this we mean that if a patron is looking for a **SPECIFIC** library book or periodical and knows the author and/or title, you can help them identify the call number for that item. The tools for answering known-item questions are MAGIC, Innovacq, and, only ocassionally, the Card Catalogs, the Serials Holdings List, and CLSI. Before using these tools, you need to know how to interpret a bibliographic citation.

Bibliographic Citation

A bibliographic citation provides elements of information about a published work: author, title, date, etc. The basic elements identifying BOOKS are: author (editor, compiler, etc.); title; place of publication; publisher; and date of publications:

Example: Smith, F., ed. Fundamentals of Library Use. New York: Shoestring Press, 1968.

Look Under: **Smith, F.** or **Fundamentals of Library Use**

In the majority of cases, knowing the author and/or the title are the essential elements necessary for you to determine if we have the book in the library. The tools to use once you have this information is MAGIC and Innovacq. Only occasionally will you use the Card Catalogs.

Sometimes, the bibliographic citations will be for a **CHAPTER** in a book. Do not search for the item by the author or title of the chapter, but by the author or title of the book.

Example: Doe, John. "Introduction to the Card Catalog" in Fundamen-tals of Library Use, edited by F. Smith. New York: Shoe-string Press, 1968.

Look Under: **Smith, F.** or Fundamentals of Library Use

CAUTION!! If the patron does not know the author or title (i.e., "There was a book that came out a few years ago by a guy named Smith--it was about psychotherapy"), refer the patron to the Reference Desk.

A bibliographic citation for a periodical article has elements that distinguish it from a book citation, namely article title, journal title, volume number, issue number, page number(s), and date of issue. Do not look up the author or title of the article; periodical articles can only be located by looking up the title of the periodical. You can use (1) MAGIC or (2) Innovacq for most periodical look-ups.

Example: Doe, John H. "How to Use the Card Catalog," Library Journal, 93: 123-142, September 15, 1976.

Look Under: Library Journal

A third type of bibliographic citation you may see at the desk is for proceedings or transactions of a conference, symposium, meeting, etc. These citations may look a little tricky and can often be difficult to track down because of incomplete citations, limited access to proceedings, and other problems. If a patron has an incomplete citation (no date, sponsoring organization, etc.), refer them to the Reference Desk. If the citation is complete, check (1) MAGIC, or 2) Innovacq.

Although proceedings may be more problematic than other citations, if you remember the following tips for searching them, you should be able to feel confident that you have covered all the bases:

1. Search under the **name** of the professional society, organization, or association sponsoring the conference as if they were the author. This is called a **corporate body** or **corporate author** in library lingo.

   Example: American Society of Testing and Materials. Symposium on Atomic Absorption Spectroscopy. Seventy-first Annual Meeting, San Francisco, California, 23-28 June 1968.

   Look Under: **American Society of Testing and Materials**

2. If the patron has only an acronym for the organization, try under that acronym; if you cannot find it or don't get a cross reference to the full name, refer the patron to the Reference Desk.

3. Sometimes the library purchases proceedings as a book, sometimes as a serial. Therefore, it is important to check all finding tools.

4. Many organizations have different branches, committees, divisions, etc., that sponsor conferences and meetings. You will still need to look under the parent organization first.

   Example: American Society of Mechanical Engineers. Machine Design Division. Papers and Program of the Design Engineering Conference, 1956.

   Look Under: **American Society of Mechanical Engineers** first; then for **Machine Design Division**.

5. Some proceedings of a conference that has had a particular theme or topic will have a title or editor similar to a book; you can try under that title or name if the patron has that information.

   Example: French, Alfred D., ed. Fiber Diffraction Methods. Based on a symposium sponsored by the Cellulose, Paper and Textile Division at the 178th meeting of the American Chemical Society, Washington, D.C. September 10-14, 1979.

   Look Under: **French, Alfred D.** or **Fiber Diffraction Methods** or **American Chemical Society. Cellulose, Paper, and Textile Division**

6. WHEN ALL ELSE FAILS, REFER TO REFERENCE!!

MAGIC TRAINING FOR THE INFORMATION DESK

MAGIC is MSU's implementation of NOTIS, a set of library automation programs developed over the last 20 years at Northwestern University.

MAGIC is an integrated system: that is, it consists of modules for several functions using the same database, cataloging, authority control, circulation and the online catalogue are operational.

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1. Beginning a MAGIC session.

These instructions assume that your PC is turned off, and you are starting "from scratch". Throughout the exercises, type in exactly what is underlined. Names of non-alphabetic keys are enclosed in pointed brackets, like <ENTER>.

PLEASE NOTE:

The alphabetic keys are just like those on a typewriter, except that if you hold any key down, it repeats.

The function keys across the top row of the keyboard are numbered <F1> through <F12>. These have certain functions which are listed on the map above the keyboards.

The <Ctrl> and the <Alt> keys function like the shift keys and are used in combination with another key. The combinations used in MAGIC are listed below the keyboard map.

The cursor control keys move the cursor in the direction of the arrow.

While a command is being performed, the keyboard is locked and a "Keyboard Locked" message appears at the bottom of the screen. If keys are pressed while the keyboard is locked, the result is an ugly noise from the PC.

1.1 Place the PC-Tie diskette in the A drive.

There are two pieces of software used to boot (start) the computers, Tchies and Magic. Tchies, brings up the technical services mode of Notis which is the mode used on the Information desk and allows staff to access different information provided by the system than that which is available to the public. Magic, boots the public access computers and restricts the public to certain pieces of information.

NOTE: The Tchies diskette is kept in a box at the desk. The Magic diskette is kept in the computers in the public access areas. The computers will be left on at all times but the monitors will be turned off each night. You will need to know how to start the system in the event that the system goes down (turns off) and we must re-boot (restart the system on the individual computers).

The "A" drive is the top drive on the Zenith machines. To insert the diskette in the drive, grasp it with your thumb on the label, and the oval cutout towards the computer. Push the diskette into the drive until you feel it stop. Turn the latch on the disk drive clockwise until it points down.

1.2 Turn on the computer.

The computer's power switch is on the back plate of the computer, on the right side. The monitor's switch is on the right side of the monitor, as you face the screen. The green power light should come on, if not, check the electrical plug.

1.3 At the Main Menu press 1 (the number one, not the letter L) then press <Enter>.
This starts the PC-Tie Program on the diskette. A highlighted bar will appear across the bottom of the screen. This is the status line and messages will appear here.

1.4 At the arrow, press <Enter>

1.5 At "which host?" press <F1>, the screen will show "tchies or Magic" depending upon the software that is being used.
After a brief wait, you will see the MAGIC welcome screen. In the middle of the screen it should say "CICSPROD" to indicate that you are in the production database. If the screen does not show this message, please talk to a library assistant.

1.6 Press <F6>. The screen will go blank.

1.7 Type cssn and press <Enter>.
The system will display a signon screen, with the cursor next to "NAME".

1.8 Type open, then press the <TAB> key.
The cursor will move to "PASSWORD". (Do not press the <Enter> key: if you do, the screen will go blank. If this happens, repeat the above step.

1.9 Type password and press <Enter>.
The system will say, "SIGNON IS COMPLETE".
NOTE: TCHIES and MAGIC diskettes for the public terminals are kept below the Information desk front counter. Also, the password changes every term, please check the pull-out shelf of the metal desk behind the Information Desk for these words.

1.10 Type ltts (or lums for the public service mode) and press <Enter>.
This is the **transaction code** indicating we want to use the Technical Services mode of MAGIC. Another transaction code is **LUMS**, for the public catalogue.

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2. Searching in Staff Mode (LTTS)

We will search for Money-grubbing: a student's guide to part-time jobs and self-run businesses, by Patrick H. Crowe. The cursor is on the top line of the screen: this is the command line. This is where you type your commands to MAGIC, and where the system gives you messages.

2.1 Type find a cro and press <Enter>.
The searching command in **LTTS** is **FIND**. The command has three parts: the word FIND, a code for the index you want to search, and the "search key".

Hints for using "FIND":

--You can use FIND any time you are in staff mode, no matter what kind of record is on the screen. However, leftover typing from previous commands must be erased. To erase use the delete key.

--Automatic right truncation: that is, you can type in "bicycl" and the system will find "bicycle", "bicycles", "bicycling", etc.

--Omit initial articles, punctuation, and diacritics (there are some exceptions to be covered later).

--Ampersands and numerals may be written as such or spelled out; if one method doesn't work, try the other.

Index names for use with FIND that the Information Desk will need:

A	Author	T	Title
S	Subject	CO	Call Number
IT	Item ID Number (Bar Code No.)		

The guide screen. You are now looking at a guide screen. The top of the screen tells you how many records in the database match your search key (that is, how many records have authors whose last names start with "cro".) The two columns below are to help you guess where among those records Crowe will be found.

2.2 Note the number next to the CROW on the screen. Type it in, then press <Enter>. You now see an **index screen.** It looks and functions like a guide screen, except the record numbers are consecutive, and start with the number that you just typed in. Also, each line now refers to a specific title. The title is preceded by a "+", the date of publication, by a "<".
If what follows the "<" is letters and not a date, that title is a serial.
The "TS" next to each number is our **processing unit code**; TS stands for Technical Services.

Notice the word MORE on the command line at the top of the screen. This tells you that there are more books by authors whose names begin with "CROW" than will fit on one screen. MORE is also a MAGIC command: if you press <Enter>, the MORE command will show you the next screen.

2.3 Press <Enter> several times. (Be sure for the keyboard to unlock.)
Each time you press <Enter>, the MORE command shows you the next screen. There is no "previous screen" command for use with index or guide screens. We can move through these screens more quickly by using a MAGIC command.

2.4 Type indx 3496 and press <Enter>.
While we have used the **INDX** command to move forward in the index, note that it is the **only** way to move backward in the index.

2.5 There is one listing for the title we want (Money-grubbing: a student's guide to part-time jobs and self-run businesses). Type the number which is located next to the correct listing and press <Enter>.
You now see a **copy holdings record** for Patrick Crowe's book. This shows the author, title, and publication information, and some information about each copy the library owns. There is one **copy holdings statement** for each copy:

```
001  1L CN  :a main/1  :b HD6270  :c .C76 1983                :d 09/13/88
     NOTES
     ITEM RECORDS        1
```

The "001" is the **copy control number**, the number by which MAGIC identifies this copy. The actual copy number from the book is found after the "a", along with a code for the location: "main/1". **The copy control number may or may not match the actual copy number**. Copy holdings records are usually added to the system from our cataloging tapes, but may be manually entered by technical services staff. You would look at this record to find how many copies of a book have been catalogued and their location. This record also helps you to find item records.

2.6 Type item 1 (the number one, not the letter L) and press <Enter>. Don't forget the space before the 1.

This is the **item record** for the copy represented in the first line of the copy holdings record. (You can tell by the "=>001" on the 8th line of the record, or the suffix to the record number in the upper right corner.) The bar code number is in the ITEM ID field. This is a **linked** item record, so called because it is linked to a copy holdings record containing call number and location information for the book. Linked item records may be input by Circulation staff or Technical Services staff; Many have been loaded from tape. Not all item records are linked, but unlinked items can only be searched in the staff mode and only by call number and bar code number. Unlinked items circulate on MAGIC. Unlinked item records are entered by Circulation staff when books are bar-coded at checkout desks. You would look at an item record to find information about the circulation of a particular copy of a given book; for example, its loan period, whether it has been recalled, is overdue, etc.

2.7 Press <F6>.

This is a **bibliographic record** for our book. It is a **MARC** record, very much like the record used to catalog the book. The numbers down the left side of the screen are tags, which are used as field names. Most bibliographic records are entered via our cataloging tapes ; some will be entered by technical services staff as books are cataloged. This is where the bibliographic citation comes from for the public access terminals. Please note that the call number in the record is not necessarily the one used by the MSU Libraries. Press <F5> to return to the copy holdings record.

2.8 Type find s football stories and press <Enter>.

This is an example of a subject search. You must use an exact **Library of Congress subject heading**, just as you do with CLSI or the subject card catalog. The books of subject headings are located across from the reference desk and in other areas of the library. There are five books listed under this heading; to see the first record type 1 and press <Enter>.

2.9 Type find s france -civilization -1830-1900 and press <Enter>.

Note: be careful about the spaces in a subject search, the space follows the subject term and does not come before the subheadings. You can achieve the same result by searching under France, then selecting subheadings from the resulting list:

2.10 Type find s france and press <Enter>.

This produces a subject guide screen; you can select a specific subject heading by number, or look at the next screenful of headings by pressing <Enter>. (Note the word MORE on the command line.)

2.11 Press <Enter> twice. (Be sure to wait for the keyboard to unlock.)

As with the index screen we saw on the author screen, there is no "previous screen" command.
To move backward through the subject guide, use the **GUID** command:

2.12 Type guide 25 and press <Enter>.

As expected, you now see a guide screen beginning with line 25.

2.13 Type find co hd 6270 c 76 and press <Enter>.

This is a search in the **call number index**. You can search for a book by its call number, but only in staff mode. Note these following rules for entering a call number search:

Do put a space between each element of the call number.
Do omit dates at the end of all call number searches.
Don't use ANY punctuation, including decimal points, in the call number searches.

2.14 Type find co ps 3553 e and press <Enter>.

This call number search refers us to a **call number index** list. Within this listing are call numbers that indicate "unlinked" next to the number. These "unlinked" call numbers are the item records for the copy holdings records that are listed above (the same call number with no designation shown).

2.15 Type the number next to any unlinked record and press <Enter>.

This record will be important to retrieve for many patron requests submitted at the Information desk.

Searching Oddities

2.16 Type find a rand c and press <Enter>.

Corporate authors are searched just like personal authors; this search retrieves material authored by the Rand Corporation.

2.17 Type find a subcommittee on brittle fracture and press <Enter>.

Your now see the copy holdings record for one book. Notice that the author has several parts. When searching in either staff mode or public mode, you can search a corporate author by the broadest (first) part, or the narrowest (last part, but nothing in between. For instance:

2.18 Type find a american society of mechanical engineers and press <Enter>.

This search retrieves many entries, and includes the one whose record we just saw.

2.19 Type find a committee on prevention of fractures and press <Enter>.

This search retrieves nothing: **you cannot search by any of the middle parts of a corporate author**.

2.20 Type a michelangelo

Notice that the word "FIND" is already on the command line. After an unsuccessful search, MAGIC assumes you want to issue another FIND command. Notice also that "leftover" typing extends beyond the cursor. If you were to press <Enter> now, MAGIC would assume that is was part of your search command;

therefore, you must erase it:

2.21 Press the delete key <Del> and then press <Enter>.
At present, **the MAGIC database has no authority control**. This means there is no list of acceptable forms of authors' names, geographic names, etc. to which the title records must conform. One result of this is that some records for the poet and sculptor Michelangelo are listed under his last name (Buonarroti), and some under his first name (Michelangelo). At this time you must check both names in order to do a thorough author search:

2.22 Type find a buonarroti and press <Enter>.
Note that you see entirely different records.

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3. Searching in Public Mode (LUMS)

So far, we have been in the technical services mode of MAGIC. MAGIC's on-line catalogue uses the same records and some of the same indexes, but the searching procedures are slightly different.

3.1 Press <Ctrl><F2> to clear the screen. (If the screen does not clear completely, press <Ctrl><F2> again.)

3.2 Type lums and press <Enter>.
This is the opening screen in the public searching mode. The only search keys available are **A** (author), **T** (title), and **S** (subject). Instructions are given at the bottom of the screen, as is the command line. **Note** that you do not have to type "FIND" to perform a search:

3.3 Type a=cro and press <Enter>.
Note that we see the same guide screen we saw before, but this time, there are instructions at the bottom of the screen. Notice the difference between the alphabetical listing in LUMS as compared to LTTS.

3.4 Type the number closest to CROW and press <Enter>.
Again we see an index screen just like the one we saw in staff mode.

3.5 Press m then <Enter> to see the next screen full of listings.

3.6 Type i 3496 and press <Enter>.
This is the public catalogue equivalent of the INDX 3425 command we used when we performed this search in the Technical Services mode.

3.7 Type the number next to Money-grubbing: a student's guide to part-time jobs and self run businesses and press <Enter>. Note the options at the bottom of the screen.
This is how a MAGIC record will appear to the public. This record is a **virtual record**: it doesn't really exist in the machine; it is created in response to the search request from information in the bibliographic record, the copy holdings record and the item record, all of which we have viewed in LTTS mode.

3.8 Press h and press <Enter>.
In public service mode, you can type H at any time and get a help screen.

3.9 Type a=crowe patrick and press <Enter>.

Note that you do not need to type the comma after the author's last name. In general, you do not need to use punctuation when searching.

3.10 Type s=france and press <Enter>.

This is the same subject search we performed in Technical Services mode, and results in the same display. As in Technical Services mode, we can move forward throughout the subject guide one screen at a time:

3.11 Type m and press <Enter>.

There is no"previous screen" key, so in order to move backward through the subject guide, we must guess at a line number:

3.12 Type g 10 and press <Enter>.

(You may leave out the space if you wish: the public catalogue is much more forgiving than Technical Services mode!)

Type > (the shift key and the period) and press <Enter> twice.

This returns you to staff mode, with the same record on the screen that you last viewed in public services mode.

HOW TO READ A CALL NUMBER

The MSU Libraries uses a call number system developed by the Library of Congress called, cleverly enough, the Library of Congress Classification System. The system is a combination of letters and numbers which symbolically identify the content of each book as well as give it a unique location on the library's shelves. Every book has a call number all its own--no two books will ever have exactly the same call number.

The Library of Congress call number begins with a letter or letters that represent the broad subject area into which the book falls. For example:

L = Education
LA = History of Education
LB = Theory and Practice

The next line of the call number are numbers ranging from 1-9999 that further break down the subject content of the book. For example:

LB 1051-1091 = Educational Psychology
LB 1603-1695 = Secondary Education

Therefore, books are shelved first of all in alphabetical order by the letter on the top line:

L before LB before M before ML

and then in numerical order by the second line:

L	before	L	before	L	before	L
15		23		140		513

So far so good, right? Now comes the tricky part. The third and following lines in the call number are arranged in alphabetical and decimal order. To help you remember this, there is a decimal point placed at the beginning of the third line:

L	before	L	before	L	before	L
11		11		11		11
.A34		.A5		.A54		.A6

Remember to read every number after the point as a decimal. Forgetting to do so is the most common error in reading call numbers.

Following the third line, there may be another line beginning with a letter followed by a decimal number. Other times, you may find the year the book was published, a copy number or a volume number. Examples:

E	HV	L	LA
664	91	17.6	123
.V2	.N13	.B56	.H4
S5	1972		
		c.2	v.4
Additional letter and decimal number	year	copy	volume

The other designation you might find in a call number is for a folio. A folio is an oversized book that is too large to shelve with the others in general call number order in the stacks. Therefore, folios are shelved separately in a folios area on each floor (see desk map). A folio is noted on MAGIC by spelling out the word "folio". On the spine of the book, folio is noted in the call number by a lower case "f" before the decimal point. Example:

NA	TX	HV
741	998	492
f.B72	f.U431	f.Y6

Below is a sample shelf arrangement. Study it closely to make sure you understand the order in which books will appear on the shelf.

L	L	L	L	L	LA	LA	LA	LA
17	17	17	17.6	17.6	123	123	123	123
.A4	.A4	.G3	.B64	.B8	.H4	.H4	.H418	.H56
		1964		G37				1935
	C.2				V.1	V.2		

SERVICE REQUESTS

Now that you are familiar with searching MAGIC and interpreting its records, you need to know about the printer that is attached to MAGIC at the desk and what we use that printer for. Above the printer are four bins: **Extended Search**; **On Order/Received**; **Remote Storage**; and **Holds**. The forms in these files are printed out from MAGIC upon user request for items that are not currently available on the shelves.

Extended Search

Extended searches are placed on items when the MAGIC record indicates that the item is "NOT CHARGES OUT" or "ON EXTENDED SEARCH" but you are not able to find it on an instant search. When a patron comes to the desk (this service is only offered to persons in the library at the time of request) and says that a book is not on the shelf, check MAGIC to see if it is on the shelf according to the system. If it should be, offer to conduct an **Instant Search** for the patron. An instant search means that you go to the stacks and check the shelf as well as other locations where the book may be--sorting shelves, folios, etc. This should be completed quickly so you do not leave desk for long periods of time. You should only place an extended search once you are confident that the book is not where it should be. Once the request is placed, three searches are conducted on the item over a period of time. These searches are done by the Circulation Department. You can tell the patron that they will be notified by mail within the week as to the results of the first search, which will be conducted the next day.

On Order/Received

At this time you must use Innovacq to obtain this information. On the Innovacq record, you may see an order date and/or a received date on the order section of the bibliographic citation for an item. These items are currently not available to the public--they may not even be in the library yet. Patrons can put in a request to get the item once it is cataloged and available. If a patron wishes to get immediate access to an item that has been received, refer them to the head of the unit.

Remote Storage

This facility is off campus and houses overflow from the library's collection, usually items that are old or infrequently used. If MAGIC indicates that an item is in remote storage, a request can be placed at the Information Desk to have that item retrieved and brought back to Main. Also, check the Remote Storage list for old sets and serials that may not be listed on MAGIC. Remote storage runs are made on Monday and Thursday evenings. Items are available for patrons to pick up at the Circulation Desk on Tuesdays and Fridays after 4:00pm. Patrons making special requests (personal access to remote storage, retrieval of a item other than Monday or Thursday, etc.) should be referred to the Head of Information Reference.

Holds

Holds are placed for a patron when an item is checked out to someone else. It is important to tell the patron that other patrons may or may not be waiting for the same item. Remember that if an item is currently on hold for someone at the Circulation Desk, there will be hold information on MAGIC. We can also tell if there are people currently waiting for an item to be returned. This information enables us to indicate to the patron whether there will be a long wait for the book or not.

Faculty Delivery

Faculty delivery is a service that delivers book items from the library to faculty offices (read Library Information Series #4). Requests can be taken over the phone for this service. Faculty delivery requests can also be made for items currently on hold or on extended search, so that when the book is returned or found, it can then be delivered to the requester.

Remember that the library will not deliver copies of magazines and journals to faculty offices. Faculty members can request photoduplication of articles through the Document Delivery Office.

Operating the Printer

The printer is on at all times and connected to the terminal. Hit the shift and print keys to print the record on the screen. If a patron is requesting a hold, search, etc., the first thing you should do is examine the MAGIC record to make sure that the service they are requesting is possible. For example, patrons often ask for searches on books that are actually checked out. In this case, you need to explain to them that you can place a hold on the item instead. Another frequent example is a patron who wants a search on an item that is on assigned reading. **Look at the record carefully before printing out a form!**

As you can see, the paper in the printer is multi-copy and divided in to 3.5 X 8.5 sections. Each form you print should be made up of three of these sections. The top section is blank, the second section contains the MAGIC printout, and the third section is either blank or an overflow area for the MAGIC record. You will be shown how to line up the paper to get the forms to print out correctly. After printing, remove the form from the printer and stamp the top with the address stamp. You must be careful to align the stamp so the mailing label will appear in the window of an envelope. Then initial, date, and record the time on each form and check the appropriate box for the service the patron is requesting--search, hold, etc. Ask for the patron's I.D. card and write the zebra number from the back of the card in the appropriate space on the form. Have the patron fill in the portion in the box as well as their phone number and a "date not needed after". The final form should look like the example on the following page.

Give the last page of the form to the patron as a confirmation of the request. Then file the request in the appropriate bin above the printer.

There are several important things to remember when printing and filling out forms for patrons. First and foremost relates to extended searches.

It is critical that you conduct an instant search on the item before taking an extended search request. Once you have done so and have not located the item, take the request and make sure to stamp "searched" on the top of the form in the "Other" line. If the patron does not desire an instant search, please indicate this on the form.

A second point to remember relates to requests for particular volumes of serials. Remember to print out the volume record, if there is one, from MAGIC (you may need to search by call number to look for unlinked records. If no volume record is available, be sure to write the volume number of the request on the form so that the correct volume is searched, returned from remote storage, held, etc. Requests without volume numbers cannot be processed which delays our response time to patrons.

Third, make sure you file the form in the correct request bin. During the day when the desk is slow, library assistants will check through the bins to make sure that forms are in the right slots. Any problems identified must be corrected as soon ass the patron can be reached.

Remember that taking these requests is one of the primary functions of the Information Desk and one of the most frequently used services in the library. It is critical that the forms are filled out properly **Every Time!** If problems arise with the printer or a patron request, check with the library assistant on-duty or the desk supervisor.

NOTE: In the event that the printer does not function, the MAGIC system in down, or the material is on Innovacq, there is a second stamp that allows you to take the basic request information from the patron. Use this stamp until the printer or system is repaired; then print out a MAGIC form based on the information given on the temporary form. If MAGIC is not working by the end of your shift, place the temporary form in the appropriate bin. Most Innovacq request will be handled in this way. All manual requests taken when MAGIC is down are SEARCHES until MAGIC can be searched to determine what the form should be.

OTHER SOURCES TO CHECK

There are other catalogs and files in the library that you need to know how to use to troubleshoot various problems that may be brought to you at the desk. These sources are: author/title catalog, CLSI system, serial holdings list, official shelflist, and the checklist.

Author/Title Catalog, CLSI System, Serial Holdings List

See Appendices A, B, and C for information on these sources.

Official Shelflist (Master Shelflist)

This catalog, located outside of Technical Services, is arranged in **CALL NUMBER ORDER** and includes cards for the same items that are in the MAGIC. You can use the shelflist to determine how many copies of an item the library owns and where those copies are located. Of course, you should try MAGIC first. The shelflist does not give information on individual volumes of a serial. Because the shelflist has gone through many changes over the years, there are several different types of cards which give the same information in slightly different formats.

Basic rules

a. Copies of A-M, P-S, T-TP, TS-TZ, and U-Z call numbers are in the Main Library unless a different location is stamped on the card next to the copy number.

b. Copies of N, TR, and G1000+ call numbers are in the Art Library unless a different location is stamped on the card next to the copy number.

c. Check the back of the shelflist card because additional copies and locations may be listed there.

Basic Cards

Some of the information given on the cards is no longer relevant and can be ignored. The cards may look different from one another but the essential information is the same. **Note:** Any location information found at the bottom of the card is ignored.

Serial Shelflist Card

This card is for a serial and tells you where copies are located, but you must look in the Checklist to obtain information on specific volumes.

Temporary Slips

As soon as a book is assigned a call number, a temporary slip is filed in the shelflist with the call number penned in so that the number will not be assigned to another book. The location is also indicated. If the stamped date is more than three weeks old, the book is probably available in its designated location; otherwise, it is likely to still be in process. If the book is not on the shelf, check to see if there is a MAGIC record and put the book on hold for the patron. If they are desperate for the book, refer them to the unit head.

The other type of temporary slip is for an added copy. In this case, the permanent card has been removed to have the information on the new copy added, so complete location and copy information may not be available. If you have problems, ask the desk supervisor for assistance.

Removal Card

A removal card is placed in the shelflist when a card has been pulled for changes or corrections. Copy and location information is not available for the item, so you will need to ask the desk supervisor for assistance.

Binding Storage Card

This card is preceded by a slash card indicating that the item is in **BINDING STORAGE**. This information is no longer accurate, so if you find one of these slash cards, pull it and give it to the desk supervisor. Proceed as if the slash card had not been there.

Special Shelflist Notations

A. **VET MED LIB** Copies stamped with this location are now in the Science Library; the Veterinary Medicine Library no longer exists.

B. **WITHDRAWN** This stamp means that the copy is no longer in the collection. The date the item was withdrawn is written next to the stamp. Patrons can be referred to the Reference Desk for interlibrary loan if no other copy is available in the library.

C. **Continuing Education** This location indicates that the item should be in the MAIN stacks or the Lifelong Education Office on the first floor. See the Black Box card under Lifelong Education.

D. **Gull Lake Library** If this is the only location, send the patron to the Science Reference Desk to arrange to have the book brought here for patron use. Make sure there are not other copies available on campus before referring the patron to Science.

Checklist

The checklist, located in the Cataloging Department, is a catalog of serial publications arranged alphabetically by main entry. It is a record of bound serial holdings and locations. Although information about serials should be on MAGIC, the Checklist, at this time, is still being updated. You may use the checklist to verify if the library has received bound issues of a particular serial or to verify its location. You should check MAGIC and then Innovacq at the desk first and these should be adequate for most requests.

Basic Cards

When you locate a title in the checklist, you will find three different kinds of cards for a title.

A. **Main Entry Card** is very similar to the one you would find in the author/title card catalog.

B. **Holdings Card(s)** tells you what volumes the library has and where the bound volumes are located. In some instances, unbound volumes will be recorded here. Recent volumes received should now be on Innovacq; if an older volume is not listed, we either do not own it or it may still be in the current issues location, such as the Periodical Reading Room, awaiting binding. Check with PRR if you suspect this might be the case. Holdings information may continue on to the back of the card, so be sure to check there as well. Also, if the library has more than one subscription to the serial, there will be a separate set of holdings cards for each subscription and location.

C. **Serial History Card(s)** are yellow and filed after the holdings cards. These cards are made for titles that have undergone title changes and list successive titles and the dates that each title was used. To find out if the library holds one of the earlier titles, look under that title in the checklist. The call number for the serials will always remain the same even though the title changes; it will be noted at the bottom of the serial history card.

D. **Miscellaneous card(s)** you may find in the checklist:

1. Book Card (pink): obsolete

2. Removal Card (pink): indicates that holdings cards have been removed for corrections. Initials of the last staff member to remove the holdings card are on this card. Ask this person for assistance.

3. Cross Reference Cards (white): refers to main entry

4. Cat Sep Cards (white): cross reference which provides information that the volumes of a particular serial are cataloged separately under different call number rather than all under one. Look up the serial title in the author/title card catalog to find the individual call numbers.

5. Serial Information Card (yellow): used for titles that have gone through title changes but MSU Libraries doesn't own volumes under one of the titles. The card will list the title we lack, the earlier title, and the later title and its call number.

Innovacq

Innovacq is a system the library uses to keep track of various records: books ordered, issues of serials received, binding information, etc. There is an Innovacq terminal at the Information Desk that we use to assist us in answering patron questions about known-items.

The system is brought up each morning. If you are on the opening shift, there are instructions on the terminal on how to bring it up. The system should be left on the menu displayed below:

```
What type of record should be displayed most prominently?
B) BIBLIOGRAPHIC record
O) ORDER record
C) CHECKIN record
S) SUMMARY of all records attached to a bibliographic record
Q) QUIT
Chose on (B,O,C,S,Q)
```

From this menu, you can select what type of information you would like to be most prominently displayed on the screen. For example, if a patron is looking for a new publication and it does not appear on MAGIC, you may want to search Innovacq to see if it has been ordered; therefore, you would want the ORDER record to be displayed. If you wanted to check to see if we had received an issue of a periodical, you would want the CHECKIN record displayed.

After you select the type of record you would like displayed you will get a second menu where you can select the search key you would like to use to search for an item (author, title, etc.) On the next screen, key in the appropriate search (author, title, etc.) following the example given on the screen. Tap the return key to get the search results.

If the search retrieves a single record, the entire record will be displayed. If more than one record matches your search, a brief entry for each match is displayed and you can select the number of the one that most closely matches the item you are searching for.

You will notice on the bottom of the screen that you are given several options to continue a search or return to a new search. These options vary depending on the item you are searching and the information available about that item. For the first several times you search Innovacq, ask the clerk on-duty to assist you with the search and in interpreting the information on the screen. At this time, this tool will be used frequently and you should be familiar with its basics. There is a brief searching manual on the notebook shelf if you have questions or problems.

SEARCHING KNOWN ITEMS

Now that you know the sources for looking up known-item information on books and serials, you need to develop an understanding of the process for searching known-item requests. This process will vary depending on what type of information the patron has given you, whether the item is a book or serial, etc., so it is important to follow the most efficient route in verifying the library's holdings.

In the case of both a book or a serial search, your first step should be to search MAGIC--this is the quickest way to review the bulk of the library's holdings. From there, you will need to make search decisions based of whether the item is a book or a serial.

Known-item Searching: Books

If an item does not appear on MAGIC or Innovacq by either and author or title search, you may be asked to check the Author/Title card catalog. Make sure you have words spelled correctly and the exact title and/or author as the patron knows it.

Remember that if the item is by a corporate author (organization, university, government body, etc.) you should check under that body's name as well. If you still do not find the item, the patron should be told that you cannot find an item on MAGIC, Innovacq or in the card catalog that matches the information they have given you. Offer to refer them to Reference for further assistance, such as locating the item in another library.

If an item does appear on MAGIC but there is some problem with the record, remember that there are other sources that may help you clear up the problem.

A check in the card catalog or the official shelflist may tell you a correct location for an item, if it has been withdrawn, etc. The first couple of times you run into one of these problems, ask the clerk on-duty or the desk supervisor to walk through the process with you. Also, remember to do instant searches on items that are not charged out and to offer to place holds on circulating items or extended searches on items not found on the instant search.

Most of all, remember that the service you provide is for **KNOWN ITEMS** only. If the information the patron has is incomplete or they are really looking for information about a particular topic, refer them to Reference. Don't feel pressured by not being able to answer their questions yourself--accurate and appropriate referrals is a valuable service in itself because it gets the patron to the person who can help them with their problems.

SEARCHING ORDER:

1. MAGIC
2. INNOVACQ
3. CARD CATALOG, OFFICIAL SHELFLIST

Known-item Searching: Serials

If an item does not appear on MAGIC by title or corporate author, if the serial has one, your next step is to check Innovacq. If you still have no luck, you can try the Serial Holdings List (last resort) or the Checklist for old and new titles. If this fails, your last resort is the Author/Title card catalog. As with books, check all possibilities; if you cannot verify the item, refer to the patron to reference for further assistance.

You should pay close attention to holdings and location information when verifying serials. Where are the current issues housed? Do we hold the particular year or volume the patron needs? Thoroughness will help you avoid sending a patron on a wild goose chase.

Remember that there are several problems that can arise with serials. Below is a list of some of these problems and how you can help.

1. The patron doesn't realize that the reference they have is for a periodical article and has been searching for the item under the author or title of the article in the MAGIC. HOW YOU CAN HELP: Explain that the information they have indicates that they are looking for an article in a magazine, not a book. Help them use MAGIC to search by the title of the serial.

2. The patron is looking for the current issue of a periodical and cannot find it on the shelf. HOW YOU CAN HELP: Use MAGIC to verify the location of current issues and determine of the patron was looking in the right part of the library. If not, refer them to the correct location. If so, check Innovacq to see if that issue has been received. If it has been received, refer them to the location for that current issue if that location is a serviced area--PRR, Science, etc. If the current issue just goes to the stacks, do an instant search as if it were a book.

3. The patron is looking for an issue of a bound periodical and it is not on the shelf. HOW YOU HELP: Verify the library's holdings and location information on MAGIC If it appears that the periodical should be on the shelf, conduct an instant search. Remember to pay attention to requests for old issues of obscure periodicals--they may be in remote storage. You can also check Innovacq to make sure the issue was received and bound. If it is unbound, refer to the appropriate location for unbound issues of that periodical.

4. The user only has an abbreviation for the periodical's title. HOW YOU HELP: refer the person to the Reference Desk for assistance in determining the complete title of the periodical. Tell them to come back to you with that title and you will help them check to see if we have it.

SEARCHING ORDER:

1. MAGIC
2. INNOVACQ
3. SERIAL HOLDINGS LIST/CHECKLIST
4. AUTHOR/TITLE CARD CATALOG

TELEPHONES

The following are suggestions for proper behavior when dealing with patrons over the telephone. Please remember to be just as courteous to telephone patrons as you are to patrons in person. But also remember that users waiting at the desk have priority over callers.

Etiquette and Procedures

A. Identify the unit when answering the phone: "MSU Libraries, Information/Reference. May I help you?" It is not necessary or even advisable that you give out your name.

B. When putting a caller on hold, inform them first that you are doing so. Sometimes people think that they have been disconnected.

C. If you actually do disconnect a caller, punch back in on their line immediately. There is a several second delay before the phone actually disconnects, so you may be able to save the call. Don't get flustered!

D. If you are busy helping someone at the desk and the phone rings, let the sequencer. It will give the caller a message and put them on hold until you are free.

E. If you cannot look something up right away, get a name and number and information on the item the patron is looking for and call the patron back or suggest that they call back later. Do not give out your name unless it is necessary for them to talk with you personally. If the call is long distance, request that they call back because our phones do not have long distance capability. Tell them that a message will be left on the bulletin board and that anyone answering will be able to give them the message.

F. If a caller asks for a specific librarian in the department, check the list on the phone to make sure the person works in Information/Reference. Then ask the caller if they have called the person's office number. If they have, take a message and put it on the bulletin board. If they have not, give the caller the number to dial. If there is no answer, the call will sequence to the Information Desk and you can take a message. If the call is for a student in I/R, check the schedule to see if the person is on duty or when they will be in. If the student is not in, take a message and put it on the student's timecard. Remember that students are not to take or make personal calls while on duty.

G. If a caller asks for a staff person in another department, check the staff list in the blue notebook. If the name is listed, transfer the call. If it is not listed--as is the case with student employees--transfer the call to the Main Office.

H. Messages should be taken on the telephone message pads at the desk. Be sure to fill them out completely and initial. If a person is to return a call, be sure to get a phone number. Then post the message on the bulletin board next to the chalkboard by the person's name.

Equipment

There are seven ten-button telephones in the department. Two at the Information Desk, two at Reference, and one each at Lori's, Denise's and the supervisor's desk. There are common lines on all phones but there are also lines that are only on some phones. The description below is for the two Information Desk phones. When a call comes in, the line button will light and blink slowly as the telephone rings. Pick up the receiver and push down the line button to connect yourself with the caller.

The phone lines are as follows:

HOLD	353- 8700	353- 8703	353- 8704	353- 8816	353- 1883	LORI DENISE	PL EAST	PL WEST	LOC.
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

1. **Hold Button:** Use this button to put a caller on hold. Tell the caller you are putting them on hold, then push the hold button down firmly. The light on the line you are on should start blinking more quickly then it does when the phone is ringing. If the light goes off, punch back in on the line quickly to avoid disconnecting the caller. Many lines can be on hold at the same time, so it's a good idea to make a note of the line you are helping. This way, you can get back to the right person.

2,3,4,5. **Outside Lines:** These are all incoming calls to the Information Desk. These lines ring on one phone only and the bell has had paper wrapped around it to help you distinguish it from other calls coming in to the department. They are on a sequencer, so if 8700 is busy, 8703 will ring, etc. These lines are also on the sequencer, so if you cannot answer the line, the machine will. When the machine puts a call on hold, the light on the line will blink much faster than other holds. This is a signal to you to get to these callers next instead of answering a new call--let the machine do that for you. HINT: if you are unsure what line is on the hold from the sequencer, look at the digital display. The numbered lines shown are awaiting assistance.

6. **1883** is a line used primarily by library staff to call the desk. But because it is listed in the directory as STAFF we do get calls for regular assistance on this line. It is also the number for the library clerks in the unit. It is not on the tape machine and rings at Kevin's desk. If it's not answered, you should. Give callers on this line priority over other callers, and try to avoid placing them on hold without first finding out who is calling and what they need. Often this call will be for a department staff member.

7. This line is to the two librarians' offices behind the desk (it's number is 3-8705). This line rings only at Kevin's desk. You should only answer this line when they are not able to. Take a message if necessary and put it on the bulletin board by the person's name.

8,9. **Party Lines**. These lines are from telephones up in the stacks and are not on the sequencer. They can only be answered at the two Information Desk phones. Patrons are usually calling for assistance with finding call numbers or departments or using MAGIC. Calls on these lines cannot be transferred to other numbers. Also, these lines are not available on other telephones in the department. Because calls on these lines are from persons in the library, they are given priority over incoming calls.

10. This line is a **LOCAL** or **"COM"** line. It cannot be put on hold. Use it to contact the Reference Desk or other phones in the unit by dialing the one- or two-digit local number. Local numbers are listed to the right of the person's name on the phone list taped to each telephone. When contacting the reference desk with this line allow it to ring **THREE** times only. If it is not answered by this time the staff there is helping persons in the library. Reconnect yourself with the caller and explain the reference staff is unable to help them at this time and if they would like to hold you will tell the reference staff what line they are on. Write what line the call is on and leave it on the foam pad in the middle of the reference desk.

Additional Lines. There is one other line to the unit that is connected and rings only on the supervisor's desk. Answer this line if it rings continuously because Kevin is not always at his desk to do so himself.

Sequencer

For the night tape, press the Answer Off square. To activate the sequencer for daytime use, press the Answer Hold square.

Transferring Calls

Telephone calls may be transferred to other campus phones by following the procedures below:

A. Look up the number you need to transfer the call to and give the number to the patron. This way, they can call that number directly if the transfer does not work.

B. Now you're ready to transfer the call. Depress the switchhook (the cradle that the phone receiver rests on) once. You will hear a series of clicks, then you'll get a dial tone.

C. Dial the second party; when the call is answered, inform them that you have a transfer call from the Information Desk.

D. After the second party acknowledges, hang up and the call will be transferred.

E. If the second party's line is busy, depress the switchhook twice to reconnect with the patron. Tell them the line is busy so they will need to dial direct at a later time.

Remember you can only transfer calls to other campus phones. Also remember that when dialing a campus number, you only need to dial the last five digits. Finally, be sure to give the patron the number you are transferring them to in case the transfer does not go through.

Do's and Don't's for Telephones

DO'S. Answer phones quickly when not occupied.

Identify the library and the unit.

Check the lines on hold when business slows to make sure people are being helped.

Give the second party phone number when transferring.

Explain reason for referral when sending callers to Reference or other departments.

DON'T'S. Make personal calls from the desk phones at any time; personal calls should only be made in case of emergency and should be made from the desk supervisor's phone. Otherwise, personal calls should be made only on your break from a campus phone in the lobby.

COMMUNICATION SKILLS

The Information Desk is not only a place that gives out information; you are also responsible for directing patrons to other areas where they can get assistance. Therefore, it is very important to understand what the question is that the patron is asking. Sometimes this is an easy task; other times, problems of various kinds can create communication barriers and result in a confused and frustrated patron. The following are some of those problems and how to deal with them. The key to addressing all of these situations is **LISTENING** first; then try some of the suggestions mentioned.

Library Terminology

We use a lot of terminology in the library that will sound new to you when you begin working at the desk, but it will become part of your vocabulary after you've been here for awhile. It is important to remember that not everyone is as familiar with "library lingo" as you are. Keep these two suggestions in mind:

A. **Clarify acronyms**. Library staff are notorious for their alphabet soup: OCLC, CIRC, ILL, SSHR etc. As you become accustomed to the language of the library, don't fall into the habit of speaking in acronyms, or if you do use them, explain what they are and what they mean.

B. **Avoid library lingo**. Patrons who are unfamiliar with libraries are bound to be confused when we start talking about indexes, bibliographies, citations, microfiche, etc. Try to explain and simplify terms for patrons; explanations help to demystify the library. For example, you may want to say that a book is "checked out" rather than "in circulation". Or instead of asking them if they have a complete citation for the magazine article they are looking for, ask if they know the author, title, page numbers, etc. When assisting patrons with finding serials, explain that, by serials, the library means magazines, newspapers, journals, conference proceedings, or anything that we receive on a regular basis or by subscription, just as you would get a magazine or newspaper at home. Remember that people won't always ask for clarification when they don't understand something because they don't want to feel stupid. It's up to you to put them at ease and clarify as you go along.

Irate Patrons

Often, by the time someone ends up at the Information Desk, they are already frustrated by the complexities of the library. These people deserve the same patient and thorough treatment that everyone else should get at the desk, but being courteous when someone is yelling at you is not always easy! Try some of the suggestions below when faced with this situation:

A. **Listen first**--try to determine what the problem really is and what there is that you can do about it.

B. **Do not argue**--people who are frustrated may be looking to "pick a fight". Let the patron blow off some steam but don't add to their frustration by contradicting them. Don't show signs of irritation.

C. **Empathize** and then address their problem if you can. If you must refer the problem, be particularly careful to explain why you are referring and to whom. Irate patrons may already be feeling that they are getting the runaround. Tell them that the referral will get them to the person who can deal most directly with their problem. If the complaint relates to services received at the Information Desk, offer to check with the clerk on-duty or desk supervisor. People often feel better once they've complained to a "higher authority".

Part of dealing with irate patrons is saying no. People may want you to make exceptions to the rules or policies. If this happens:

A. Again, Empathize, but be firm in stating the policy.

B. Give the patron an alternative, if there is one. DO NOT make promises that you cannot keep or that are not yours to make.

C. Check with the clerk on-duty or desk supervisor.

D. Watch your tone of voice--remain calm but firm.

Also related to dealing with problem patrons is the question, is the customer always right? Be sensitive about correcting misinformation that a patron has. Also, do not assume that they are wrong if a problem arises that seems a little farfetched--always check out the situation first and do not jump to conclusions until you have all the information you need to determine the accuracy of the patron's information. Then try to correct the error in a diplomatic way by stating the facts as you know them. Refer to a "higher authority" if the patron requests it.

Special Patrons

Handicappers (see Library Information Series No. 20) For handicappers who come to the Instruction Alcove for assistance, use MAGIC by the Reference Desk or the MAGIC terminal across from the Information Desk. Whenever possible and as time and staff permit, we should be ready to page books from the stacks; however, if the request comes at a busy time or is going to require more than 5-10 minutes, inform the patron that they will need to schedule a time to get assistance and refer them to the clerk on-duty or desk supervisor.

Foreign Patrons MSU has many countries represented in the student body and the faculty. There are language and cultural differences that may make the library a particularly confusing and frustrating place to use. For example, in many countries, libraries do not have open stacks, so patrons are not accustomed to having to interpret call numbers and find their own books. They may need assistance in understanding call numbers or using MAGIC, so if time and staff permit, you should go to the stacks or the terminal with them. For patrons who are difficult to understand or have difficulty understanding you, remember:

A. Be patient! In some cultures, people are hesitant to ask for assistance because they are afraid to bother people, so be approachable and helpful, but remain professional--do not be overly friendly.

B. Listen carefully, then respond by speaking slowly, distinctly, and simply. Do not use library jargon and do not speak loudly.

C. Try to get feedback to make sure the patron understands. This isn't always easy, but do your best. Repeat important points as necessary.

D. Don't be afraid to ask the patron to write down their questions if you don't understand. If you have established a receptive environment, the patron will realize that you are trying to help them.

E. Eye contact is important; speak directly to the patron. Also, use body language--nod, smile, look pleasant. And be aware of the patron's body language--different cultures respond to touch and proximity in different ways.

F. Use simple vocabulary--avoid jargon, acronyms, and slang.

G. Avoid questions that can be answered yes or no. In some cultures a patron will respond affirmatively even if they don't understand because they do not want to offend you--so yes can sometimes mean no!

H. Do not interrupt the patron.

I. If the patron needs to be referred to the Reference Desk, bring them over to that desk yourself and explain the patron's question to the librarian. This way, the patron won't be frustrated by having to explain themselves all over again.

Referrals

One of the main functions of the Information Desk is to make referrals to the Reference Desk. Good communication skills is a very important part of making appropriate referrals. When sending someone to the Reference Desk, tell them where you are sending them and why. This is important because patrons do not usually discriminate between librarians and non-librarians. They think that anyone who works in the library is fair game and should be able to answer all of their questions.

If it is an in-person patron, direct them to the desk, making sure they see where they are supposed to go. If it is a phone call, explain that you are referring their call to the Reference Desk and that you will need to put them on hold. Then contact the Reference Desk on the com line and tell them what line the person is on. If the Reference Desk staff is busy and does not answer after three rings, take a slip of paper, write down the line the patron is on and take it over to the Reference Desk. Pin the note on the sponge form at the desk, then tell the patron holding that the librarian is busy and will be with them as soon as possible.

It is important to tell people that you need to refer them and why. Some ways to say this are:

A. The reference desk can help you with that question . .

B. I don't have that information here, but if you go to Reference . . .

C. You'll need to speak to someone at the Reference Desk. Let me put you on hold and get someone on the line who can help you.

NEVER put a person on hold without telling them that someone else is actually going to be helping them with the question.

When making referrals or giving directions to other parts of the library, be as clear as possible. Use tape lines or "landmarks" when available. Directions should always answer three basic questions: where is it? what department is it? why are you sending me there? Let people know that the referral is necessary in order for their question to be answered: "I don't have that information (or service or resource) here, but if you'll take the _____ tape line . . ."

Tape Line Colors

RED - Assigned Reading

BLUE - Circulation

GREEN - Reference Desk/North Stairwell

YELLOW - Line Between the Checkout Desks

DAILY OPERATIONS

The daily checklist (see next page) is a list of tasks that need to be accomplished during the course of the day. Included on the checklist are opening and closing procedures for the desk. Staff assigned to the first shift of the day must arrive 10-15 minutes before the library opens in order to complete the opening procedures. At the beginning of each hour, the tasks for that hour as listed on the checklist should be completed and the checklist initialed by the person who completed the tasks. At the end of the day following the completion of closing procedures, the checklist should be initialed and placed in the desk supervisor's mailbox. New checklists are found in a box near the student time cards.

OPENING/CLOSING PROCEDURES AND FROM THE DAILY CHECKLIST

Opening and closing procedures from the checklist are detailed below:

Opening

-- Turn on MAGIC terminals at the desk, in the Instruction Alcove, and across from the desk. The on-off switch is on the right-hand side of the terminal. Make sure they display a MAGIC screen before leaving the machines. If you cannot get the terminals to respond, tell a staff member or call the Circulation Desk. Boot (re-start) the machines that appear to be down.

-- Turn on lights in telephone book room and over north lobby display. The north lobby display light switch is on the wall to the right of the display case. You may need to use a ruler to reach it.

-- Turn on Innovacq at the desk by following the instructions on the terminal.

-- Turn on the Printers of each MAGIC terminal.

-- Reconnect telephone receivers (kept in bottom left-hand drawer of desk supervisor's desk) and put phones back on counter.

-- To activate the telephone sequencer for daytime use press the button for labelled *Answer Hold*.

- -- Write down the sequencer night call statistics on the Daily Checklist sheet.
- -- Dust entire marble desk area.

Closing

- -- Put hours sign on the desk.
- -- To activate the phone sequencer for nighttime press the button labelled *Answer Off*.
- -- Write down the sequencer day call statistics on the Daily Checklist sheet.
- -- Remove telephone receivers and put them in the bottom left-hand drawer of the Desk Supervisor's desk; this includes the receiver on the desk supervisor's phone as well.
- -- Turn off MAGIC (at desk only) and Innovacq terminals. To exit MAGIC, type cssf and hit return. Then turn off terminal switch.
- -- Turn off the printer. Switch is on the right side.
- -- Lock the key drawer in the center of the Projects desk with the key from the center drawer of the Student Supervisor's desk. Return this key to the Desk Supervisor's desk.
- -- Put the Daily Checklist sheet in Desk Supervisor's mail basket.

Other tasks that you will be responsible for throughout the day as listed on the daily checklist will be introduced to you as you train at the desk. Read through the list to familiarize yourself with these tasks and be sure to ask if you have any questions.

MISCELLANEOUS RESPONSIBILITIES

When MAGIC system is down, put the appropriate down-time signs on the terminals at the desk, in the Instruction Alcove, and across from the

Information desk.

Remember that no food or drink is allowed in the library except in the Take 5 snack shop on 4 West. You are responsible for reminding students and should suggest that they dispose of any food or drink or we can dispose of the items for them, this includes cans with a 10 cent deposit. If the patron gives you problems, get the clerk, supervisor, or the librarian. Also, at peak times in the library, there are monitors from the Circulation Department who can assist you.

Stacks maintenance student assistants in both the east and west wings may call the Information Desk if they are unable to reach their supervisor. Take a message including the students name, date, time of call, and message and put it on the Bulletin Board.

EMERGENCIES

In an emergency, you should call the Department of Public Safety and notify the Student Supervisor, other senior staff person that you have done so. The Main Office should also be notified during the day. If another department calls DPS, they will notify the Circulation.

An incident report form needs to be completed once DPS has been called. These forms are located in the supervisor's lower right desk drawer under **EMERGENCIES**, then **DPS REPORT FORMS**. Place the completed form in the supervisor's mail basket.

In the event of severe weather, particularly a tornado warning, you will be called by the Circulation Department and told to follow the procedures on the emergency telephone tree, located in the blue "Emergency" notebook at the desk. Be sure to be familiar with these procedures before an emergency happens.

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University of Minnesota

GENERAL INFORMATION DESK POLICIES AND PROCEDURES

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INFORMATION DESK OPENING PROCEDURES

It is the responsibility of the first person assigned to the information desk each morning to make sure the procedures listed below are followed correctly.

1. Get the information desk keys from the top left-hand drawer of the credenza under the mailboxes in room 180.

2. Bring the keys, desk pad, and ~~three~~ one chair~~s~~ out to the information desk.

3. Put the desk pad on the desk.

4. Put the chair~~s~~ at the information desk.

5. Unlock both drawers in the desk and put the keys in the top left-hand drawer.

6. Take the tape dispenser, pencils, and stapler from the top right-hand drawer and put them on top of the counter to the far right.

7. Make sure the counter rack is filled with the following handouts: floor plans, hours sheets, campus maps, "Browsing Guide to Call Numbers," "How to Use Library of Congress Subject Headings," " Locating Materials in Wilson Library," "Remote Access to LUMINA," and the "University Libraries Welcome" tabloid. If there are not enough handouts, get more from the storage cabinets or boxes in room 180. If the supply is running low, notify one of your supervisors so more can be ordered.

8. Turn up the brightness knob on LUMINA and log on following the directions in the logbook.

9. Check the LUMINA terminals in the lobby area to make sure they are all working. Pick up any books left in the lobby area and put them in the appropriate reshelving area.

10. On weekdays between 8 and 9 a.m., make sure there is a sign on the desk directing patrons to the reference desk. (Also on weekends, while you shelve)

11. On weekdays, make sure you open at the desk by 8:55 a.m. so the phone will be ready for use at 9 a.m.

12. When it is time to open the desk to the public, remove the phone from the desk drawer and plug it in.

13. Change the tape on the answering machine from "closed" to "busy."

14. Remove the sign directing patrons to the reference desk.

15. Fill the paper trays in the lobby area.

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16. Put away any catalog drawers that were left out.

17. Put the Library of Congress Subject Headings books back in their holder.

18. Straighten up the phone books and refile phone fiche.

19. Make sure that the slide-tape show is working. (If it's out for use)

20. Make sure the audio-tape tour, tape player, and headphones are in working order. If they are not in the bottom right-hand drawer, retrieve them from the locker in room 180. If the tour is available, put out the "Library Tape Tour Available Here" sign.

21. Check the top right-hand drawer for supplies. (See INFORMATION DESK SUPPLIES.) Retrieve any supplies needed from the supply cabinet in room 180. Notify Jan Roseen or one of your supervisors if something needs to be ordered.

INFORMATION DESK CLOSING PROCEDURES

1. Put the tape dispenser, stapler, and scissors, if out, back into the top-right-hand drawer of the desk.

2. Log off LUMINA by pressing the ALT and CLEAR keys at the same time. You may have to do this twice. When the screen is clear, type: **cssf logoff** and press the enter key. Turn the brightness knob down until the screen is black. If LUMINA is only available in the public mode, all you have to do is darken the screen. DO NOT turn off the terminal.

3. Straighten the lobby area.

4. Put any reference books in the reference reshelving alcove.

5. Put any other books or periodicals on the black table behind the phone books.

6. Unplug the phone and put it in the bottom right-hand drawer.

7. Change the tape in the answering machine from "busy" to "closed."

8. Lock both drawers of the information desk.

9. Return ~~all~~ the chair~~s~~ and the desk pad to room 180.

10 Put the keys in the drawer in room 180.

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GUIDELINES FOR PROVIDING INFORMATION SERVICE TO WALK-IN PATRONS

POLICY: Service priority is given to patrons who are in the library. Information Desk staff members do not interrupt service to walk-in patrons to answer the telephone. The telephone has an answering machine which informs callers that the staff is busy and they should call back later.

The Information Desk provides the following information services to walk-in patrons:

1. Brief LUMINA instruction;
2. Catalog information for books;
3. Catalog information for periodicals;
4. Directional information;
5. Parking information;
6. Hours information;
7. Telephone book/fiche/city directory information;
8. Subject referral;
9. Circulation referral;
10. Periodical/reserve referral; and
11. Reception service.

1. BRIEF LUMINA INSTRUCTION

Information Desk staff members will show walk-in patrons how to look up authors and titles on LUMINA. Staff will show patrons how to find location and call number information on the LUMINA screen. Patrons will be told that not all of the holdings of the University Libraries are on LUMINA and if they cannot find an item they need they should ask for assistance from the reference staff. Patrons will be told that the card catalog and the COM catalog are obsolete and will be discouraged from using them. Patrons will be shown the LUMINA finding aids located next to the terminals. Patrons who want to do subject searching will be shown LC Subject Headings books and will be strongly encouraged to consult with a reference librarian before beginning their searches.

2. CATALOG INFORMATION FOR BOOKS

If the lobby terminals are busy or if patrons are unable to find what they need on LUMINA, the Information Desk staff members will look up authors and titles for patrons at the desk. Staff will give patrons call numbers and locations for up to three books at a time. If a needed item is not listed on LUMINA, staff will refer patrons to the appropriate reference unit for assistance. If the item is issued by a government agency, patrons will be referred to the Government Publications Library.

3. CATALOG INFORMATION FOR PERIODICALS

Information Desk staff members will show patrons how to look up periodicals on LUMINA. If the lobby terminals are busy or if patrons are unable to locate the needed titles, staff will look up up to three titles at the desk. Staff will show patrons how to find the location information on the LUMINA screen. Staff will tell patrons that several locations for the same periodical may be listed separately on LUMINA and that they should look at all the item numbers for the needed title.

For periodicals located in Wilson Library, staff will explain the arrangement of the periodical collection and encourage patrons to check the card catalog in the periodical room if they cannot find a title that is supposed to be there. Staff will explain that even though the Wilson periodicals are in the basement, the periodical indexes are in the reference room. Staff will encourage patrons who need to use indexes to consult with a reference librarian for assistance. If the needed periodical is in another library, staff will give patrons the hours and location of the library unit.

If the needed title is not listed on LUMINA, staff will verify the title in Ulrich's. Staff can show patrons how to use the MULS microfiche to locate the title in a local library. If the title is not held locally, patrons may be referred to Interlibrary Loan.

4. DIRECTIONAL INFORMATION

Patrons will be directed to units in Wilson Library or shown on floor plans where to locate books for which they have call numbers or where the bathrooms, typing rooms, and groups study rooms are located.

For units outside Wilson Library, staff will verify that patrons have correctly identified the unit needed. Staff will show patrons how to get to the needed unit and will give them a copy of the campus map. Patrons will be given bus information and parking suggestions as needed. Patrons who are planning to visit a subject unit outside the major library buildings will be encouraged to call first.

5. PARKING INFORMATION

Information Desk staff members will provide patrons with brief parking suggestions using the University of Minnesota Parking and Transit Services brochure, which is kept in the lower left-hand drawer of the information desk. Patrons who need more information about parking on campus will be encouraged to call parking information at 625-3492 (7:45 a.m. to 4:30 p.m.) or 625-2862 (6 a.m. to 9 p.m.).

6. HOURS INFORMATION

Information Desk staff members will provide walk-in patrons with the current hours sheet and will show them how to find the information they need on the sheet. Any exceptions to the printed hours will be noted in the information desk logbook and on the hours sheet in the blue notebook. Staff members are responsible for keeping track of the changes. It is the responsibility of the subject units to keep the Information Desk staff notified of any changes in their schedules.

7. PHONE BOOK/FICHE/CITY DIRECTORY INFORMATION

Information Desk staff members will show patrons where to find the city directory or phone book/fiche they need. Staff will show patrons how to use the microfiche readers, if necessary. Staff will show patrons how to use the PHONEFICHE Community Cross-Reference Guide to find the phonefiche they need. If patrons are looking for information on institutions such as businesses, associations, government agencies or universities, staff will refer them to the appropriate reference unit for specialized directories.

8. SUBJECT REFERRAL
Information Desk staff members will interview walk-in patrons to determine which reference unit they need to contact. If the staff member cannot determine the appropriate unit because the subject is inter-disciplinary, the patrons will be referred to the reference desk for assistance. If the needed reference unit is not H/SS Reference Services, patrons will be given the hours sheet and directions to the needed subject unit. Many of the smaller units have professional reference staff available only during limited hours, so patrons should be encouraged to call before visiting. Because subject searching on LUMINA is difficult, patrons who are having difficulty with LUMINA subject searches will be encouraged to consult a reference librarian for assistance.

9. CIRCULATION REFERRAL
Information Desk staff members will show patrons the location of the book return slot, the circulation desk and the fines desk. Staff will answer simple questions about what identification is needed to check out books (see IDENTIFICATION in COMMON QUESTIONS section). Any other questions about circulation policies or procedures will be referred to Circulation Desk Services. Any questions about fines, holds on records or special privilege cards will be referred to the fines desk. Until circulation information is available on LUMINA, patrons will need to check with the circulation unit of the library that owns a book to see if that book is available. Patrons need the call number of the book because circulation charge records are filed by call number. Information Desk staff members will help patrons look up call numbers and locations of books and will direct patrons to the appropriate circulation unit. Information Desk staff members will show patrons how to locate additional copies on LUMINA.

10. PERIODICAL/RESERVE REFERRAL
Information Desk staff members will explain the arrangement of the Periodical/ Reserve room before directing patrons there. If necessary, staff will verify that the needed periodicals are in Wilson Library. Patrons will be reminded that the periodical indexes are in the reference room and will be encouraged to ask a reference librarian for assistance in using them. Patrons will be told about the card catalog in the Periodical/Reserve room and encouraged to check it before asking for assistance from the Periodical/Reserve room staff. If a patron cannot locate the issue or title needed, the Periodical/Reserve room staff will do a search.

Information Desk staff members will help patrons identify locations for periodicals not held in Wilson and will direct patrons to the owning unit. If a needed periodical is not listed on LUMINA, staff will help patrons use the latest MULS microfiche to find an alternative location in the local area. Staff should verify the title in Ulrich's before deciding that the library system does not own it. LUMINA does not include all of the library holdings of the University as of yet. Some of the small subject collections may have periodicals not listed on LUMINA. patrons who are looking for special-interest periodicals may want to check with the appropriate subject unit (e.g., Ames Library or Middle East Library).

Information Desk staff members will show patrons the location of the newspaper room on the floor plan. All questions about what newspapers we own will be referred to the reference desk.

Patrons who need materials on reserve in Wilson Library will be directed to the Periodical/Reserve room service desk or given a floor plan that shows the location of the service desk. Information Desk staff members will tell patrons that they need to use the reserve card files in front of the Periodical/Reserve service desk to look up the call number of the items they need before going to the desk. Any questions about periodical room reserve policies, procedures or fines should be referred to the Periodical/Reserve service desk. This includes questions about the circulation of Wilson periodicals.

12. RECEPTION SERVICE

Information Desk staff members will direct service/delivery people (personnel) to the office or location they need. Staff will use the PHONE LIST section of the blue notebook to locate the offices of library employees for patrons. If the patron has incomplete information about a library employee or if the employee cannot be located in the directories at the desk, the patron will be referred to Library Personnel Office (453 Wilson Library). Job applicants will be directed to the unit that is scheduled to interview them. If they are not sure where they are supposed to be interviewed, they will be referred to Library Personnel. Patrons who are looking for the concourse offices (80-95) will be shown on a floor plan how to locate these offices. Patrons who are looking for University Personnel will be directed the University of Minnesota Student-Staff Directory and the campus phone. If patrons are unable to locate the person or office they need in the directory, they should call campus information (dial 0 from a campus phone).

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GUIDELINES FOR PROVIDING INFORMATION SERVICE TO TELEPHONE PATRONS

POLICY: H/SS Reference Services now receives reference questions directly on the 626-2227 desk line. Information Desk staff members will answer the 624-0303 phone with "library and catalog information." Information Desk staff members will answer only general directional questions regarding library service and facilities and catalog information questions that can be answered using LUMINA. All other calls will be referred to the appropriate service point.

Service priority is given to those who come into the library rather than those who call. Information Desk staff members will not interrupt service to walk-in patrons to answer the telephone.

Information Desk staff members provide the following information services to telephone patrons:

1. Catalog information for books and periodicals;
2. Directional information;
3. Parking information;
4. Hours information;
5. Phone book/fiche/city directory information;
6. Subject referral;
7. Circulation information referral;
8. Reception service; and
9. Database searching referrals.

1. CATALOG INFORMATION FOR BOOKS AND PERIODICALS

Information Desk staff members will look up one to three books or periodicals per telephone call. Staff will search LUMINA by author and title or do a combined author/title keyword search if patron does not have complete information. If the requested item is listed on LUMINA, patron will be given all locations and call number for the item. Any questions about the availability of requested items should be referred to the circulation department of the library unit that owns the items. A book that is available in three different libraries may have three different call numbers, so make sure that the patrons has the correct call number for each location. If the requested item is not listed on LUMINA, the caller will be told that the item is not listed on LUMINA and be encouraged to consult with a reference librarian if he or she wants to pursue the search for the needed item.

2. DIRECTIONAL INFORMATION

Information Desk staff members will provide callers with brief directions to University libraries by bus, car or foot, using the information in the DIRECTIONS section of the blue notebook. Patrons who are planning to visit a subject unit outside the major library buildings will be told to call that unit for directions.

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3. PARKING INFORMATION
Information Desk staff members will provide callers with some brief parking suggestions. Patrons who need more detailed parking information should call Parking Information at 625-3492 (7:45 a.m. to 4:30 p.m.) or 625-2862 (6:00 a.m. to 9:00 p.m.).

4. HOURS INFORMATION
Information Desk staff members will provide callers with the hours for any library unit in the system using the hours sheets in the HOURS section of the blue notebook. Any exceptions to the printed hours will be noted on the sheets in this section and also in the logbook kept at the information desk. Staff members are responsible for keeping track of any exceptions or changes. It is the responsibility of subject units to notify the information desk of any changes in their printed schedules.

5. PHONE BOOK/FICHE/CITY DIRECTORY INFORMATION
Information Desk staff members will interview callers to find out the type of address or phone number needed. If callers need information about institutions, companies or organizations rather than about individuals, they will be referred to the appropriate reference unit. If callers need an address or phone number from one of the directories in the phone book collection, staff will tell them whether we have the city directory of phone book/fiche they need. Callers will need to come in and look up the information themselves.

6. SUBJECT REFERRAL
Information Desk staff members will briefly interview callers to determine which reference unit they need to contact. (See "A Subject Guide to University Libraries" in the REFERRALS section of the blue notebook.) If the staff member cannot determine which reference unit to recommend because the subject is interdisciplinary or unclear, staff will give callers the telephone number of Reference Services (626-2227). Once the staff member determines which reference unit to recommend, the caller will be given the telephone number, address, and hours of that unit.

7. CIRCULATION INFORMATION REFERRAL
Information Desk staff members will tell callers what identification documents are needed to borrow matérials (see "identification" in the COMMON QUESTIONS section of the blue notebook). Questions about circulation policies and procedures, fines, loan periods, and special privilege cards will be referred to the appropriate circulation unit. Questions about the availability of books will be referred to the appropriate circulation unit, after the caller has been given the call number.

8. RECEPTION SERVICE
Information Desk staff members will give callers the office phone numbers and office addresses of library personnel using the information in the PHONE LIST section of the blue notebook. If the library employee is not listed, the caller will be referred to the Library Personnel Office. Student employees are not listed on the staff phone list. If callers want

to contact student employees, they will be given the phone number of the unit where the student is employed. If callers do not know where the student works, they will be referred to the Library Personnel Office.

Staff will give callers the phone numbers and addresses of University Libraries' units. If callers ask for the phone number of the Reserve/-Periodical unit, staff will ask what information is needed. If callers are inquiring about circulation or fine information or trying to reach a staff member, Information Desk staff members will give them the phone number of the unit. If they need to know if University Libraries has a periodical, staff will use LUMINA to provide the information. If they need to know if University Libraries receives a newspaper, staff will check LUMINA. If the newspaper is not listed on LUMINA, callers will be referred to the reference desk. If they need help with periodical indexes, they will be referred to the appropriate reference unit.

9. DATABASE SEARCH REFERRALS

Information Desk staff members will interview briefly callers to determine which database search staff they need to contact. (See "Database Searching" in the COMMON QUESTIONS section for guidelines.) If H/SS Reference Services is the appropriate reference unit or if the staff member is unable to determine which is the appropriate reference unit, callers will be given the phone number of the reference desk (626-2227).

Information Desk staff members also will make referrals to the fee-based research services available: ESTIS (Engineering, Science and Technology Information Service), BIS (Bio-Medical Information Service), BASIS (St. Paul Central Library) and INFORM (H/SS Libraries). Phone numbers for these services are on the desk pad.

SHELVING SCHEDULE

The Information Desk staff is responsible for shelving books in the reference room.

WEEKDAY MORNINGS

Weekday mornings (Monday through Friday) reshelving is done between 8 a.m. and 9 a.m. While the shelving is being done, the phone is left unplugged with the "closed" tape in the answering machine and the "Service is Available in the Reference Room" sign on top of the information desk.

WEEKDAY EVENINGS

In the evening shelving should be done between 6:15 p.m. and 7:00 p.m. At this time the person assigned to the information desk will unplug the telephone,* put the "Service is Available in the Reference Room" sign on top of the information desk, and notify the reference staff member on duty that he or she will be in the room shelving. When finished at 7:00 p.m., remove the "Service is Available.." sign and plug in the telephone (removing the call forward).

WEEKDAYS

During the day, a Processing Unit staff member will relieve the person assigned to the Information Desk so that he or she can shelve books in the reference room.

WEEKENDS

On weekends, the staff member assigned to the Information Desk will open the desk, put the "Service is Available in the Reference Room" sign on top of the desk* and then shelve books. When shelving is done, the staff member will remove the sign and plug in the phone (removing the call forward.).

(* and forward the incoming phone calls to the Reference Desk)

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SHELVING PROCEDURES

1. Pick up a batch of P-slips from the bottom shelf in room 180. The supply of P-slips is kept in the closet next to the staff elevator by CTS.

2. Go to room 180 and get the book truck. It is usually kept toward the back of the room next to the new book shelf. Reference staff members have been requested not to borrow this truck for their projects. It is reserved for shelving.

3. Go to the reference reshelving alcove and put the reference books found there on the truck in call number order. If any non-reference book have been put in the alcove or in the vicinity, put them on the bottom shelf of the book truck.

4. Go through the reference room and pick up any reference books that have been left on tables or counters. Put them is call number order on the top shelf of the book truck. Put any non-reference book or periodicals on the bottom shelf of the book truck.

5. Count the number of volumes you have picked up, including non-reference items. Mark the number on the shelving statistics sheet by the mail boxes in room 180 either now or when you have finished shelving.

6. Shelve the reference books from the book truck and refill boxes with P-slips.

7. When you have finished shelving the reference books, put the non-reference books and periodicals on the black table behind the phone books. Only non-reference items should be placed on this table. If you find reference books here, put them in the reference reshelving alcove.

8. Put the book truck back in room 180 where you found it.

9. If, while you are shelving, you notice any areas in the reference room that need shifting or shelfreading, notify Lynn.

November 15, 1989

SHELVING ORDER OF BOOKS IN WILSON LIBRARY REFERENCE ROOM

All of the books in the reference room are classified in the Library of Congress classification system. A classification system is simply a method of sorting books so that they will be easy to locate and so that books on the same subject will be shelved in the same area. There are hundreds of different classification systems in use throughout the world, but the University Libraries decided to convert to LC in 1984.

Library of Congress Call Numbers

A call number is a symbol that identifies the shelf location of a book relative to other books in a collection. The first part of the call number is the class number which symbolizes the subject of the book. The second part is the book or author number which distinguishes the book from other books in the same class or subject. The LC call number used in the reference room consists of the following parts: location code, class number, book or author number. These parts may be followed by publication date, volume or part number, and copy number (if not copy 1).

Location Codes

OMWL REF or WILS REF is the location code that indicates a book should be shelved in the reference room. This location code is included in the call number on the spine label or on a separate label that can be removed when the book is transferred to the general collection. H/SS Reference Services also adds locations codes if a book is shelved in a separate location such as the desk collection or the almanac case. These separate locations will be listed on LUMINA by the end of 1989. Books that are oversized have QUARTO or FOLIO as part of their location code. In the reference room, folios are shelved separately, but quartos are inter-shelved with the regular sized books. Multi-part sets are considered the same size when they are cataloged so that the parts will shelved together. If one volume of a set is considered a folio, all other parts are also designated folio regardless of their actual size.

Shelving Order

The shelving order of Library of Congress call numbers is guided by three rules.

1. Letters take precedence over numbers.
   For example, B5134 comes before BF1714 because you go by the letters before you go by the numbers.

2. Numbers which occur before the first decimal point have raw value.
   For example, BF575 comes before BF1714 because 575 is a lower number than 1714.

3. Numbers (excluding dates) which occur after the first decimal point have decimal value.
   For example DS401 comes before DS401
   .I462 .I48
   because .462 is lower in decimal value than .48 (i.e., 462/100 is lower than 480/100)

November 15, 1989

SHELFREADING PROCEDURES

Shelfreading is a stack maintenance routine in which the reference room is systematically checked to discover and correct any shelving errors. The Processing Unit keeps a record of which sections have been read on which dates. The information is recorded on a notepad which is kept either on top of the lockers at the back of room 180 or on the outgoing mail shelf in room 179.

1. Check the notepad to determine at which call number you should start.
2. Record the call number at which you are starting on the notepad.
3. Go through the shelves book by book, making sure the volumes are in proper call number order.
4. Remove and shelve any reference books that are misshelved.
5. Remove any books or serials from other collections and take them to the black table behind the phone book collection when you are done shelfreading.
6. Remove any books which belong in the desk collection or in the almanac case (they should have a location label on them) and shelve them in their proper locations when you are done shelfreading.
7. Fill out a problem slip for any books that are damaged, noting the call number and what the problem is. Put the slips in the processing problems mail slot in room 180.
8. Straighten the shelves as you go, adding bookends were needed.
9. Always check the backs of shelves to see if any books have slipped behind other books.
10. Report any areas that need shifting to one of your supervisors.
11. Record the call number where you ended shelfreading on the notepad and initial it.

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MISCELLANEOUS DUTIES OF INFORMATION DESK STAFF

See Table of Contents' listings for location of further clarification.

1. SHELVING

   Information Desk staff members are responsible for shelving reference books in the reference room. See SHELVING SCHEDULE and SHELVING PROCEDURES

2. SHELFREADING AND SHIFTING

   Information Desk staff members are responsible for shelfreading the reference collection to make sure that the books are kept in the correct order. The staff members also shift sections of the collection when assigned to do so by the processing staff. See SHELVING ORDER OF LIBRARY OF CONGRESS BOOKS and SHELFREADING INSTRUCTIONS.

3. PROCESSING PROJECTS

   The staff members who work on the information desk also work for the processing unit and are responsible for whatever processing duties are assigned to them. These duties include filing new reference microfiche.

4. MONITOR LOBBY ENTRANCE TO KEEP FOOD AND DRINK OUT OF THE BUILDING

   Information Desk staff members will not attempt to intercept people entering the library with food and/or beverages. If they are asked for assistance by people carrying food and/or beverages, they will tell them about the no food or drink in Wilson Library policy and ask them to eat their food and/or drink their beverages in the library lobby. Staff also will ask people eating or dringing in the reference room to finish these activities in the lobby area.

5. MONITORING LUMINA TERMINALS IN THE LOBBY AREA

   Information Desk staff members are responsible for keeping the terminals in the lobby area in working order. Staff members should check the terminals frequently and clear any that are locked by pressing the "reset" key. It may be necessary also to press the "alt" and "clear" keys to unlock the terminal. If there is a lightning bolt and a number 500-532 across the bottom of the screen, the problem is not at the terminal and can only be fixed by the Help Line. If the terminal is not unlocked within 30 minutes, a staff member should call the Help Line; instructions are in the LUMINA section of the blue notebook. The Help Line staff member needs the ID number of the terminal. See the list of terminal ID numbers in the LUMINA section of the blue notebook. Evening and weekends, down terminals should be reported as soon as possible.

6. CLEANING LUMINA TERMINALS

   Information Desk staff members are responsible for cleaning the LUMINA terminal screens in the lobby area whenever they become smudged and whenever time permits. Use Kleerit liquid glass cleaner and lint-free WYP-ALL cloths.

7. GENERAL MAINTENANCE OF LOBBY AREA

The Information Desk staff members are responsible for keeping the lobby area and information desk in order. This includes shelving books in the desk collection, shelving phone books, refiling phone fiche, picking up and discarding trash, replacing catalog drawers, filling pencil box, filling paper boxes with P-slips, and dusting. The dusting is done with a treated cloth that is kept in the top drawer.on the right-hand side of the desk. This cloth should be kept in a plastic bag when it is not being used. Pencils and P-slips are kept in room 180. The supply of P-slips are kept in a closet next to the first floor staff elevator by CTS. Staff members also are responsible for filling the stapler at the desk and making sure that more staples are ordered when the supply runs low. The information desk should also be kept free from clutter. Throughout the day staff members should make sure that slots for handouts are kept filled (see OPENING PROCEDURES for a list of handouts that should be available at the information desk). Staff members are also responsible for keeping the reference room tidy; while shelving, staff members should discard any trash they may find. Staff members are responsible for dusting the reference room when requested to do so by a supervisor. Staff members should monitor the handicapped gate at the turnstile entrance and close it when it is left open.

INFORMATION DESK SUPPLIES

The information desk should have the following supplies:

1. magnifying lenses than can be borrowed by patrons who leave an ID;
2. letter opener;
3. scissors;
4. Liquid Paper;
5. stapler and extra staples;
6. pencils;
7. 3-hold punch;
8. 1-hold punch;
9. paper clips;
10. tape dispenser and extra roll of tape;
11. black marker;
12. Kleerit liquid glass cleaner and WYP-ALL cloth for cleaning terminals;
13. dust cloth (keep in plastic bag);
14. rubber bands.

November 15, 1989

The Ohio State University
LIBRARIES

INFORMATION/LCS ASSISTANCE DESK

MANUAL:

POLICIES AND PROCEDURES

Revised June 1990; D. Rinderknecht

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PREFACE

This manual serves as an introduction to the Information/LCS Assistance Desk service objectives, policies, and procedures. General information is included as well as typical questions received at the Information Desk. Guidelines and suggestions for handling specific questions or types of questions are also given.

SERVICE OBJECTIVES

1. To answer users' questions about locations of materials and services within the Ohio State University Libraries.

2. To assist in the use of LCS and LCS Serials List.

3. To determine users' specific needs and refer them to other locations when appropriate.

4. To distribute printed information about the OSU Libraries.

5. To provide a positive first impression of the Ohio State University Libraries.

6. To answer general information questions regarding the OSU campus.

STAFFING AND SCHEDULING

Librarians and staff (LMTA I level or above) from all divisions of the Main Library are eligible to serve on the Information/LCS Assistance Desk. To insure maximum staff development opportunities and enthusiastic service, desk staff are recruited on a voluntary basis with the approval of their supervisors and the Desk Coordinator

Those who serve at the Information/LCS Assistance Desk should possess good communication skills, project an attitude of concern and helpfulness, and have a basic knowledge of LCS and the University Libraries. They also should have a general knowledge of the campus and the University as a whole, and be able to serve up to two hours per week over at least one academic quarter without significantly affecting the completion of primary duties.

Each quarter, interested staff members are queried for times when they are available and their preferences for desk hours. Using this information, the Desk Coordinator develops a schedule for the quarter and sends copies to all volunteers. The schedule is adjusted as necessary. Changes are noted on the copy of the schedule kept at the Desk. Once the schedule is drawn up, it is the responsibility of each staff member, with the assistance of the Desk Coordinator, to make arrangements for scheduled absences (i.e. vacations, conferences, etc.). Staff members may trade hours among themselves, or ask a backup volunteer to fill-in. In cases of sudden illness or emergency when a substitute has not been found, notify the Desk Coordinator or the Coordinator's backup in Information Services at 2-6175. Whenever the Desk Coordinator and the Coordinator's backup are unavailable give the message to the Information Services Department's receptionist and a substitute will be solicited. During the evening hours Sunday-Thursday, no substitute will be solicited. Instead a sign will be put out referring users to the Reference or Circulation Desks for help.

Volunteers should remain on duty until their replacements arrive. Please remember to **be punctual** when you are scheduled for the Desk. If your replacement is late, first make an attempt to call him or her. If the replacement cannot be reached, notify the Desk Coordinator or the Information Services Department at 2-6175.

HELP FOR INFORMATION DESK STAFF

Copies of most library handouts will be kept at the Desk. Use these publications when further information is required. Please familiarize yourself with these materials. A rolodex and notebook to help with campus information, library hours, LCS codes, and referrals is also at the Desk. If you have suggestions for items to be added to these or ways to improve service please make a note of it on the Coordinator's clipboard at the Desk.

When supplies or handouts appear to be in short supply, make a note of it on the clipboard. If LCS brochures or printer paper become severely depleted, call 2-6175 and ask that these be replenished as soon as possible.

GENERAL CONSIDERATIONS

The public needs to feel that you are approachable. Approachability is very important when working a public service desk. Make eye contact with people passing the Desk. Remember to **SMILE!** When a person approaches the Desk, move or turn toward the patron. If you are busy with others, acknowledge the newcomer with a nod or smile. Social conversations should not be conducted while at the Desk. Ask friends who want to talk to you while you're staffing the Desk if you could meet them later to chat. Headphones are not to be worn while staffing the Desk since this may hinder your approachability in the eyes of the patron.

You may bring work to the Desk, but only that which does not require much concentration. Do not let paperwork prevent you from being aware of users in the area who may need assistance. **Circulate among the LCS terminals often to see if patrons need assistance.** OSUL badges should be worn at all times when staffing the Desk so patrons will be able to identify you as a library employee.

Some patrons have a high level of frustration in using libraries and appreciate any encouragement you can offer. If you are able to confirm or agree with a user's assumption, do so. Avoid blatantly contradicting a patron. If he/she is wrong about something, simply give the correct information without comment. Let them know that not many people can walk into the Ohio State University Libraries and find precisely what they want without some kind of assistance, at least in the beginning.

Let the user do most of the talking; be a careful listener. When you need more information before answering, ask open questions that require the user to answer with more than a "yes" or "no".

An important thing to remember is that almost no one who comes to the Desk for help will be familiar with library jargon. For example, not all patrons will know that LCS is our online catalog or that journals and magazines are also known as serials. Be aware of this when giving explanations.

Follow up on questions when possible. You may not remember what the patron's question was, but asking "Did you find what you were looking for?" gives you a second chance to help the user. It is also a good way to get some feedback on how well you are doing your job. Also, some users may be hesitant about asking for help and this type of question may be just the prompt they need in order to ask for the assistance they require.

Some people have difficulty explaining what they need because of language problems, inexperience with libraries, or because they are not quite sure what they want, others can describe what they need and where it may be found. Treat each user as an individual with an important question. Make an effort to determine how much information each person really needs and can remember, how much the patron can do, and how much you should do for them.

Sometimes more effort is necessary in talking with users for whom English is a second or third language. If you're not sure you understood the question, repeat it back as much as you can and ask the person if this is what was meant. Don't hesitate to say that you don't understand and ask for more information. If the person does not understand you, do not raise your voice. Rephrasing your question or answer and speaking slowly and more distinctly will usually get your message across. Writing things down, using the handouts available, and LCS or the LCS Serials List may help in explaining some of your answers.

Locker space is available for public use in the southeast area of the first floor of the Main Library. Desk staff are not to take responsibility for patron briefcases, bookbags, etc. Explain that it is against policy and refer them to the lockers for the item's safekeeping.

OPENING AND CLOSING THE DESK

A. Opening Routine

1. The Circulation Department will maintain the key to the file cabinet and will open the cabinet each weekday morning. They will also turn on LCS terminals each morning, but each staff member opening the Desk should check to make sure the terminals are on and ready to use

2. Take down the sign sending patrons needing assistance to the Reference or Circulation Desk.

3. Put out a new statistics sheet, found in the file cabinet in a folder marked Statistics Forms.

4. From the file cabinet next to the desk, take out the rolodex and other materials which have been locked up for the night.

5. Check quantities of the publications on the handout shelf and the LCS brochures at the terminals and refill as necessary.

6. Take phone out of file cabinet and reattach, keeping it on the shelf under the desk.

B. Closing Routine

1. Put out a sufficient number of publications for use until the Desk reopens.

2. Put out the sign referring patrons to the Reference or Circulation Desk.

3. Detach the phone and place it in the file cabinet.

4. Place rolodex, dictionary, and notebook in the file cabinet. All other Desk materials should be placed in one of the desk drawers.

5. Completed statistics sheets should be placed in the folder designated for them in the file cabinet. Lock the file cabinet.

MISCELLANEOUS RESPONSIBILITIES

All Desk staff should try to monitor the supply of publications on the handout shelf and the backstock. Any Desk volunteer noticing these running low should make a note of it for the Desk Coordinator so more can be ordered.

Desk staff should periodically check the paper in the printers and add paper when necessary. Cartridge ribbons for the LCS printers may also need to be changed. Make a note on the clipboard for other Desk staff when you notice the print type starting to become faint. Desk staff will need to change the cartridge soon when this occurs. Volunteers will be advised on how to do this when they begin staffing the Desk, during their orientation.

Besides the publications, any items handed out by the Desk staff which run low or items you feel we ought to supply, please make a similar note for the Coordinator. If supply of something needed runs drastically low, you may wish to call Information Services at 2-6175.

Check the terminals and printers periodically to make sure they are working properly. When reporting a problem with a terminal or printer make a note on the clipboard so that others will know the problem has already been reported.

Straighten the Desk area each hour, picking up discarded papers and returning LCS brochures to the boxes on the terminals.

STATISTICS

Each question received should be marked on the statistics form located at the Desk. New forms should be started each day. These are kept in the file cabinet at the Desk in a folder marked Statistics Forms. The first Desk staff volunteer on duty each day should place a new form on the desk and date it. The Desk staff volunteer closing should place the completed form in the file folder marked Completed Statistics. The Desk Coordinator will use these completed forms to compile statistics.

There are two categories of questions to be recorded on the statistics form. Many questions will fall into the first category: Directional. This category includes questions regarding the physical locations of library materials, services, facilities or personnel; questions about policies and procedures of the OSUL, questions about holdings, including the interpretation of call numbers. Usually these questions can be answered from personal knowledge or by consulting the aids available at the Desk.

The second category, Reference Questions, applies when more than interpretation of the call number is required such as finding a difficult entry for the user or explaining additional information on LCS.

TYPES OF QUESTIONS HANDLED AT THE DESK

The following types of questions should be handled at the Information/LCS Assistance Desk without referral to other units.

1. **Locations** of facilities, departments of the library, or services (e.g., restrooms, phones, copiers, Circulation, Interlibrary Loan, Social Work Library, Health Sciences Library).

2. **Library holdings**. Determine the best way of approaching the specific question. Should the patron search by author, title, subject, or some other way? Should the LCS Serials List be used?

3. **Catalog interpretation**. Any question that can be answered by LCS should be handled at the Information/LCS Assistance Desk. If the question cannot be answered from personal knowledge or by using the various publications and handouts available to you at the Desk, refer the patron to the Reference Desk.

SAMPLE QUESTIONS

Many questions are too vague to answer as stated. Some may be handled at the Information/LCS Assistance Desk, some must be referred, but the user has to be more specific before you can help. Some examples follow:

1. Where are the periodicals?

If the patron has a specific reference to a journal article, direct the person to the LCS or LCS Serials List, as appropriate. If the user just wants any recent issue of a particular periodical, consult LCS or the LCS Serials List for current location. If, on the other hand, the patron only has a subject in mind, the person probably needs to go to Reference for help with one of the periodical indexes.

2. Where is the microfilm?

Ask specifically what is needed. Not all microforms are located in the Main Library. Very few microforms can be used without first consulting some kind of index or guide. Determine if the person should be referred to the Reference Desk or the microform area for assistance.

3. Where are the indexes?

Generally speaking, users wanting indexes should be sent to Reference, but if a specific index title is known, consult LCS or the LCS Serials List first to determine the location. It is possible the index desired is not located in the Main Library, but in one of the department libraries.

4. I can't find this book in LCS. Do you have it?

Check to see if it really is a book and not an article, chapter in a book, short story, poem, or essay which would be listed elsewhere. Be sure the person is looking in the appropriate section of LCS and under the appropriate entry. Were all possible entries checked? Offer to double check LCS yourself. If the book was only recently published, or if the citation is ambiguous, refer the patron to the Reference Desk.

5. Where are the math books?

Be careful before referring a patron to another location. Perhaps the person wants the math textbooks for high school students or a book which has been placed on reserve. Even when you do determine that another library is more appropriate, be sure to mention that the LCS includes all OSU Libraries locations and therefore is a good place to start.

6. Where will I find information on the space shuttle?

Does the user want books? Help the patron determine the appropriate subject headings. Many times, periodical literature is more useful, especially for very specific topics or timely, newsworthy ones; therefore, the individual should be sent to Reference where indexes most relevant to their topic will be suggested. Usually, both options should be presented.

7. Where are the Government Documents?

After LCS has been checked, the patron may be referred to the Reference Desk. If the patron does not have a full citation or good idea of what he/she is looking for, refer the individual to the Reference Desk.

8. Where are the tests?

Tests on reserve are kept most often at the Undergraduate Library.

9. Does the Library have typewriters?

Wordprocessors for public use are available in the Main Library's Student Lounge area. Typewriters are not available in the Library. Patrons desiring typewriters should be referred to the COP-EZ Center in Bricker Hall.

10. Where do I find audiovisuals for my class presentation?

Audiovisuals are available in the Undergraduate Library and from the Center for Teaching Excellence.

11. Where do I find theses/dissertations?

Ohio State theses and dissertations for the most part are on LCS. If it is an OSU thesis/dissertation the patron is having difficulty finding on LCS refer them to Reference. It is unlikely we will have a non-OSU thesis/dissertation unless it was published. In any case, check LCS under the author's name to be certain. If we do not own it and the patron still wishes to pursue through other means, refer them to the Reference Desk.

12. How do I find a newspaper from China?

You can locate foreign newspapers by doing an SPS/NEWS search on LCS. An example for newspapers from China is SPS/NEWS.CH which would bring up newspapers published in China. For newspapers in the Soviet Union search SPS/NEWS.SU.

There are many questions that may require some negotiation before you determine what information to give. Use your judgement, and make sure you understand what the user wants before sending him/her away.

When uncertain as to what to give for an answer, refer the patron to the Reference Desk.

REFERRALS

Many questions are referred to other public service units in the Main Library, to department libraries, or to specific librarians. Remember to use all appropriate resources available to you before sending someone away. We want to minimize inappropriate referrals, and also give the user as much information as possible to enable him/her to find what they want without having to repeat the question.

Before sending anyone to another library, be very sure that's where they need to go. It's very frustrating for someone to walk across campus to one of the department libraries, for example, only to be sent back. Don't hesitate to phone ahead for the patron when in doubt. If you've determined that a department library or one of the reading rooms is likely to have the material a person needs, mention that the LCS includes all units of the Ohio State University Libraries. Ask if the patron knows how to get there. Show the patron the Location Map mounted near the Desk with all OSU libraries highlighted or give them one of the campus maps available for handout. Point out the hours of operation and phone numbers. If you think the user will need special assistance, you might give them the librarian's name.

The following is a brief guide to appropriate referrals:

A. Circulation

Ask people to go to the Circulation Desk to check out or return library materials, request a hold, search or recall.

Lost and found.

Carrels.

Courtesy borrower cards.

Overdue notices.

Dial Access applications.

Circulation policy and procedure.

Paging State Library materials.

B. Reserves

Users should be sent to the Main Library Closed Reserves for the following:

Material that a faculty member or the Library has placed on reserve in the Main Library. EES and ETC have small reserve areas as well.

C. Interlibrary Loan

During the hours of ILL operation (Monday-Friday 8:00-5:00), the following referrals may be made to Interlibrary Loan:

Someone requesting, picking up, returning, or checking on the status of borrowed material

Forms to request material through ILL may also be obtained at the Reference Desk or the Circulation Desk.

D. Periodicals and Microforms

Before sending anyone to the Periodicals Reading Room be sure the patron consults LCS or the *LCS Serials List* and knows that the material desired is there.

College catalogs, patents, and numerous other collections of microfiche and microfilm are in Microforms. The ERIC collection of microfiche, however, are located in the Education/Psychology Library in Arps Hall.

Be sure to mention the Reference Desk for more information. A number of microform collections have indexes available in Reference which must be consulted before the collection can be used effectively.

E. Business Office

Send users to the Business Office for the following services:

Purchase of COP-EZ cards.

Change for large bills not taken by the change machines.

Refunds for money lost in photocopy machines.

Payment of library fines under $50.00. Fines $50.00 and over should be referred to the Sanctions Office.

F. Reference

The Reference Desk is the place to refer questions that cannot be answered at the Information/LCS Assistance Desk or referred appropriately to another unit. Also, the librarians at the Reference Desk can provide in-depth assistance with library materials. They can help a user not knowing where to start, with research advice. Once you've helped these individuals with subject headings and located books on LCS, refer them to Reference for further information.

In addition to these cases, refer the following types of requests to the Reference Desk:

Business, tax or documents questions. Most business and tax information will be referred to the Business Library, but Reference will determine if referral is needed. Documents questions are now handled on the first floor Main Library through the Reference Desk.

Encyclopedias, dictionaries or periodical indexes.

Titles not found in LCS. If other non-OSU libraries' holdings are desired, Reference will try OCLC for the user.

Clarification of ambiguous or incomplete references.

References for short works of literature not likely to be listed separately in LCS (i.e., poems, plays, essays, etc.), and for literary criticism.

Telephone books.

Computerized literature searches (Automated Reference).

Theses and dissertations.

OSU college catalog.

Census information.

Conference proceedings you may have difficulty locating.

G. **Microcomputers**

The public microcomputers in the Main Library are supervised by the IRCC. Patrons with questions or problems should use the orange "Hot Line" telephone located in the microcomputer area.

Software and manuals for use are dispensed by IRCC staff in the computer area. Other computers for public use on campus are listed on the IRCC handout under the glass on the desk.

H. **Library for Disability Services**

Special assistance for handicapped users. Refer to ILL Office in 103 Main Library.

PCL INFORMATION DESK
STAFF TRAINING MANUAL

Reference Services Department
revised 1990

General Libraries
Perry-Castaneda Library
University of Texas at Austin

PREFACE

This manual serves as an introduction to Information Desk service objectives, policies, and procedures. General information is included as well as typical questions received at the Information Desk. Guidelines and suggestions for handling the specific questions or types of questions are given.

The last part of the manual is a workbook to be completed by new staff members before beginning service at the Information Desk.

SERVICE OBJECTIVES

- To answer users' questions about locations of materials and services within Perry-Castañeda Library and the General Libraries as a whole.
- To assist in the use of the Main Card Catalog, Online Catalog, and Serials List.
- To determine users' specific needs and refer them to other locations as appropriate.
- To distribute printed information about the General Libraries.
- To provide a positive first impression of Perry-Castañeda Library and the General Libraries as a whole.

STAFFING AND SCHEDULING

Librarians and staff at the LA I level or above from all divisions of the General Libraries are eligible to serve on the Information Desk. To insure maximum staff development opportunities as well as enthusiastic service, such staff are recruited on a voluntary basis with approval of their supervisors and the Information Desk Coordinator.

The Head Librarian of the Reference Services Department and the Information Desk Coordinator each work 1 hour per week; newly hired permanent reference librarians serve on the Information Desk for a minimum of one semester. Two Reference Department library assistants provide coverage on weekends, and a hourly library assistant in Reference Services works Monday through Thursday evenings.

Those selected to serve at the Information Desk should possess good communication skills, should project an attitude of concern and helpfulness, should have basic and specific knowledge of PCL and the General Libraries and general knowledge of the campus and the University as a whole, and should be able to serve two hours per week for at least one semester without inhibiting completion of primary duties.

Each semester, staff members are asked to list times when they are not available and their preferences for desk hours. Using these preference sheets, the Information Desk Coordinator develops a base schedule for the semester and sends copies to all staff members. The schedule is adjusted each week as necessary. Changes are noted on the copy of the schedule kept at the Information Desk. Once the schedule is drawn up, it is the responsibility of each staff member to make arrangements for scheduled absences. Staff members may trade hours among themselves, or ask a back-up staff member to fill in.

If illness or other emergency prevents a staff member from covering an hour on the Information Desk, the Coordinator should be notified as soon as possible. The Reference Services Department receptionist locates a replacement if the Coordinator is unavailable.

New staff members are accompanied at the desk by the Coordinator or another experienced staff member during the training period. The length of the training period varies with the knowledge and previous experience of the trainee.

HELP FOR INFORMATION DESK STAFF

The Reference Guide for Information Desk Staff, kept by the Suggestion Box, contains information on frequently asked questions. It is an alphabetical listing which includes subjects, library units, types of materials and services. Read the "Reference Guide" completely as soon as possible, and refer to it when necessary.

Shelved next to the "Reference Guide" is the publications notebook which contains copies of all handouts available at the Information Desk. Use these publications when further information is required. Appropriate publications are mentioned in the "Reference Guide."

The file drawer also contains additional information on a variety of topics. Please familiarize yourself with all of these materials before beginning service at the desk, or as soon after as possible.

Memos from the Coordinator and announcements are placed on a clipboard in the right-hand shallow drawer of the desk. Questions for the Coordinator may be placed here as well.

GENERAL CONSIDERATIONS

The public needs to feel that you are approachable. Make eye contact with people passing the Information Desk. Smile. When a person approaches the desk, move or turn toward him. If you are busy with others, acknowledge the newcomer with a nod or smile. Keep social conversations brief and stop in mid-sentence when a user approaches.

You may bring work to the desk, but only that which does not require significant concentration, and you must stop and move the work out of the way when someone approaches the desk. Do not let the work prevent you from being aware of users in the area who may need assistance.

Let the user do most of the talking; your first job is listening for the question. When you need more information before answering, ask open-ended questions that allow the user to give full answers, not just "yes" or "no."

Many users have a high level of frustration in dealing with libraries and appreciate any kind words. If you are able to confirm or agree with a user's assumption, do so. Conversely, avoid blatantly contradicting him. If he's wrong about something, simply give the correct information without comment. Let him know that not many people can walk into PCL and find exactly what they want without some kind of help at least in the beginning.

An important thing to remember is that almost no one who comes to the Information Desk for help is familiar with library jargon, especially with our own. Don't use initials. Feel free to say "card catalog" rather than "Public Catalog" or "Main Card Catalog." Only explain what the user needs to know in order to find what he is looking for. Don't overburden him with unnecessary details or explanations.

Follow up on questions when possible. You may not remember exactly what the person's question was, but asking "Did you find what you were looking for?" gives you a second chance to help the person. It's also very satisfying to hear them say yes. It means you have done your job well.

Some people have difficulty telling you what they need because of language problems, inexperience with libraries, or because they themselves are not quite sure; others can define precisely what they need and even where it may be found. Treat each user as an individual with an important question. Make an effort to determine just how much information each person needs and can remember, how much he can do on his own, and how much you should do for him.

Library users with physical handicaps may need special assistance. If the user is accompanied by an attendant or reader, be sure to direct your answers to the person asking the question. Circulation can help handicapped people retrieve books; you can help them with the Online Catalog and Main Card Catalog.

Sometimes extra effort is necessary in talking with users for whom English is a second or third language. If you're not sure you understand the question, repeat as much as you can and ask the person if that's what he meant. Don't hesitate to say that you don't understand, or to ask for more information. If the person you're helping does not understand you, do not raise your voice. Rephrase your answer and speak slowly and distinctly. Writing things down, using the handouts, and going to the Main Card Catalog or Serials List are often much easier than explaining your answer.

HOUSEKEEPING

Opening routine

- Take down the sign referring the public to the Reference Desk.
- Put out the statistics sheet, found in the front of the file drawer.
- Check quantities of the publications on the desk and on the publications board and refill as necessary from the supplies in the drawers and cabinets on the right.

Closing routine

- Put out sufficient publications for use until the desk reopens.
- Put up the sign.
- Put the statistics sheet in the drawer with the clipboard.

Maintenance of supplies

A library assistant in Reference monitors the supply of publications stored in the desk, and orders replacements when necessary. If you see that something is running low, put a note for the Coordinator on the clipboard.

Besides the publications, items handed out at the Information Desk include paper clips, rubber bands, scratch paper, and pencils. A stapler, scissors, tape dispenser, and a 3-hole punch are available for use at the desk. First aid supplies are available in Reference. All of these supplies are available from the Reference office: call the Coordinator or the receptionist.

STATISTICS

Each question received is recorded by marking the statistics form. The blank forms are kept in the front of the file drawer. The first staff member on duty each day places the form for that day on the desk, and the staff member closing the desk places the completed form in the right-hand drawer with the clipboard. The Reference Department receptionist collects the completed forms each morning, and uses them to compile the monthly statistics report.

There are three categories of questions to be recorded. Almost all of the questions fall into the first category: direction/information. This category includes all questions about physical locations of library materials, services, facilities or personnel; questions about library policies and procedures; questions about holdings, including interpreting call numbers. Generally, these questions can be answered from personal knowledge or by consulting the "Reference Guide" or other aids available at the desk.

The second category, catalog interpretation, applies when more than just interpretation of the call number is required, for example, finding a difficult entry for the user or explaining additional information on the card. This category also includes helping with the Online Catalog.

The third category, general reference, includes questions requiring consultation of a published reference book. The most common books used are the LC subject headings guides and *Books in Print*, though other books in the Main Card Catalog area may be consulted from time to time. Other questions of this nature are referred to the Reference Desk.

QUESTIONS HANDLED AT THE INFORMATION DESK

The following types of questions should be handled at the Information Desk without referral to other units.

- Locations of facilities or services: for example, restrooms, copiers, circulation, interlibrary loan, meeting room, Geology Library, HRC.
- Library holdings: Determine the best way of approaching the specific question. Should the Name/Title or Subject Catalog be used? the Online Catalog? the Serials List?
- Catalog interpretation: Any question that can be answered by consulting the Main Card Catalog or the Online Catalog should be handled at the Information Desk and not referred. If the question cannot be answered from personal knowledge or by using the various publications and guides available to you, refer to the Reference Desk.

Many questions are too vague to answer as stated. Some may be handled at the Information Desk, some must be referred, but the user has to be more specific before you can help. Some examples follow.

- Where are the periodicals?
  If the person has a specific reference to a journal article, direct him to the Serials List, Online Catalog, or Main Card Catalog, as appropriate. If he just wants any recent issue of a particular periodical, consult the Serials List for current location. If, on the other hand, he only has a subject in mind, he probably needs to go into Reference for help with an index.
- Where is the microfilm?
  Ask specifically what is needed. Many people assume all our periodicals are in microfilm. Very few microforms can be used without first consulting some kind of index or guide. Determine if the person should be referred to the Reference Desk for assistance.
- Where are the indexes?
  Generally speaking, users wanting indexes should be sent to Reference, but if a specific index title is known, consult the

Serials List first to determine the location. It's possible the person can be referred directly to a branch.

- Do you have this book?
  Is it really a book and not an article, chapter, short story or poem which would not be listed separately? Have the Main Card Catalog and Online Catalog been checked? Be sure the person is looking in the appropriate section of the Main Card Catalog and under the appropriate entry. Were all possible entries checked? Offer to double-check the catalog yourself. If you don't find the book, or if the citation is ambiguous, refer to the Reference Desk. But do not lead people to believe we may still have the book (though occasionally it turns out that we do--let them be surprised if this is the case!)

- Where are the math books?
  Be careful before referring to another location. Perhaps the person wants math textbooks for high school students, or a book that may be on reserve in PCL. Even when you do determine that another library is more appropriate, be sure to mention that the Main Card Catalog and Online Catalog cover all General Libraries locations. The user might want to start here before going to the library you referred to.

- Where will I find information on the space shuttle?
  Does the person want books? Help him determine the appropriate subject headings for the Main Card Catalog and suggest a keyword search in the Online Catalog. Many times, periodical literature is more useful, especially for very specific topics or timely, newsworthy ones; therefore, the indexes in Reference (or a branch) should be consulted. Usually, both options should be presented.

- Where are the dissertations?
  Was the dissertation written here at UT? Does the person already have the call number? Refer to the section on dissertations and theses in the "Reference Guide."

There are many other examples of questions that require some negotiation before you can determine what information to give. Use your judgment, and make sure you understand what the user wants before sending him away.

REFERRALS

Many questions are referred to other public service units in PCL, to other libraries, or to specific librarians. Remember to use all appropriate resources available to you before sending someone away. We want to minimize inappropriate referrals, and also give the user as much information as possible to enable him to find what he wants without having to ask his question all over again.

Before sending anyone to another library, be very sure that's where they need to go. It's very frustrating to walk over to Engineering, for example, only to be sent back. If you've determined that a branch or special collection is likely to have the material a person needs, mention that the Online Catalog and Main Card Catalog cover all units of the General Libraries (though some special materials, such as manuscripts, are not included). Ask if he knows how to get there. Show him the "Library Directory" and point out that hours of operation and phone numbers are on the back. If you think the user will need special assistance, give him the librarian's name.

Sometimes a user will ask for the librarian in charge of a specific subject area. Consult the list of bibliographers by subject in the file drawer and give the appropriate bibliographer's name and phone number.

A brief guide to appropriate referrals to other PCL units follows.

Circulation

- Circulation Desk
  Ask people to go to the Circulation Desk itself to check out or return PCL materials, to check on the status of library materials when a call number is known, or to request a hold, search or recall.

- Circulation Desk Supervisor
  Any other circulation question may be referred to the Circulation Desk Supervisor, and the user directed through the door at the left end of the Circulation Desk.

  Δ Lost and found

  Δ Lockers, closed studies, including studies for blind students

  - △ Courtesy or proxy borrower cards
  - △ Fines and overdue notices
  - △ Paging library users or stack supervisors
  - △ Special assistance for handicapped users
  - △ Circulation policy and procedure

Reserves

- Users may be sent directly to Reserves for the following.
  - △ Material that a faculty member has told them is on reserve in PCL. Tell the person to check the Reserves card file, by teacher's name, to locate a call number before going up to the desk.
  - △ Material jacketed for Reserves in the Main Card Catalog or designated PCL RESERVES in the Online Catalog. Again, make sure the call number is known.
  - △ Anything listed in the printout of computer science materials kept on reserve.
  - △ UT dissertations and theses, if the call number is known. If not, refer the user to the Main Card Catalog or Online Catalog.
  - △ Cactus yearbooks
- Additional help from Reference might be required before going to Reserves for the following.
  - △ Psychological tests. If the individual has a specific title in mind, he may be sent directly to Reserves; otherwise, it is better to start in Reference. Also mention that there is another collection of tests on microfiche, the indexes for which are in Reference.
  - △ Corporate annual reports. The collection in Reserves is limited. Give the user the information in the "Reference Guide" and refer him to the Reference Desk for more help.

Inter-Library Service

- During their hours of operation, the following referrals may be made to ILS.
  - △ Someone requesting, picking up, returning, or checking on the status of borrowed material
  - △ An out-of-town, non-UT user, or a representative of a Texas state agency, who wants to borrow material from our collections
  - △ Someone requesting information on other locations of material not held at UT (Reference can usually handle this, as well)
- After hours, the Reference Desk can handle the following requests.
  - △ Returning, picking up, or requesting material
  - △ Checking on alternate locations for material not at UT

Periodicals and Microforms

Before sending anyone to Periodicals, be sure he consults the Serials List, newspaper list, or Main Card Catalog, and knows that the material he wants is in Periodicals.

When a microform is requested, be sure the call number is known. The large business-related microfiche collections are uncataloged and usually can be used without assistance, if the name of the corporation is known. However, be sure to mention the Reference Desk for more information. A number of the microform sets have indexes available in Reference which must be consulted before the sets can be used effectively.

Give specific directions when possible; for instance, say that the microfiche cabinets are to the left of the desk, or that the newspapers on microfilm are filed according to geographic locations.

Photoduplication

Send users to Photoduplication for the following services.

- Purchase of copy cards; Refunds for money lost in copiers
- Full service copying
- Change, when the change machine will not work
- Repair and maintenance of copiers
- Pay for U-Search, ILS requests and searches; also for purchase of copies of a UT thesis or dissertation.

Reference

The Reference Desk is a kind of catch-all for questions that cannot be answered at the Information Desk or referred appropriately to another unit. Also, the staff at the Reference Desk can provide in-depth assistance with library materials. They can help a user who is beginning research, and doesn't know where to start. Once you've helped him with the Main Card Catalog and the Online Catalog, send him to Reference.

In addition to these general cases, refer the following types of requests to the Reference Desk.

- Business, tax or documents questions
- Encyclopedias, dictionaries, periodical indexes, telephone books, or other general reference books (for room use only.
- Titles not found in the Main Card Catalog or Online Catalog. If both have been checked and the title is not found, it is very unlikely that we have the book. Therefore, do not give false hopes. You may recommend OCLC for determining other libraries where the book might be found.
- Clarification of ambiguous or incomplete references
- References for short works of literature not likely to be listed individually in the Main Card Catalog or Online Catalog (poems, plays, etc.), and for literary criticism.
- Information on computer searches

WORKBOOK

Using the materials available to you at the Information Desk, answer the following questions. As you work, keep in mind what questions you might ask the user to better determine his needs. Also, decide where on the statistics sheet you would record the question; and, when appropriate, where you would refer the user for more information. When you have finished, check the key at the end of the manual for the source of the answer. The Information Desk Coordinator will help you with any problems.

1. Where is the pencil sharpener?

   Referral?

2. What are the hours of the Latin American Collection?

   Referral?

3. What is the price of *Texas* by James Michener?

   Referral?

4. Where can I get change?

   Referral?

5. Do you have high school textbooks?

   Referral?

6. How do I find a Professional Report?

Referral?

7. Where is a copy machine?

Referral?

8. How do I find out about computer searching that I do myself?

Referral?

9. Where are your telephone books?

Referral?

10. Do you have curriculum guides?

Referral?

11. How do I get a book that's not in the Card Catalog or Online Catalog?

Referral?

12. Where are the reserve books?

Referral?

13. Is there a place to buy food in this building?

Referral?

14. I'm working on a project with a three other people. Is there a place where we can get together in the library?

Referral?

15. Do you have college catalogs?

Referral?

16. I can't find Carson McCullers in the card catalog. Do you have any of her books?

Referral?

17. Where do I get a library card?

Referral?

18. How can I sign up for a locker in PCL?

Referral?

The following exercises require use or knowledge of the Main Card Catalog, Online Catalog, or Serials List.

19. London, Jack files (before / after) London, England.

20. Subject entries for the University of Texas at Austin file (before / after) added entries for the same heading in the (Name/Title / Subject) Catalog.

21. Garcia Lorca, Federico files (before / after) Garcia, Sebastian and (before / after) Garcia Marquez, Gabriel.

22. Books about Peter Tchaikovsky are listed in the (Name/Title / Subject) Catalog under the entry______________________________.

23. Give the call number for the PCL copy of the following periodicals:

*Life*____
*US News and World Report*___________________________
*PMLA*____
*Journal of the History of Ideas*_______________________

24. John, Augustus Edwin files (before / after) John Paul I Pope.

25. Give the entry under which biographies of Charles De Gaulle are filed.

____

26. Give the correct entry for the 1860 Census of Population.

____

27. Books on the Vietnam War are filed under ________________________.

28. Books about the writings of Edgar Allan Poe are filed under

____

(before / after) books by him.

29. Do a search in the Online Catalog for books about the AT&T break up. How many references did you find?_____________________________

Try a few subject searches, then browse your results, look at some full records, then continue browsing.

KEY

1. **Source: "Reference Guide for Information Desk Staff"**

   Referral: none

2. **Source: Library Directory**

   Referral: none

3. **Source: *Books in Print***

   Referral: none

4. **Source: "Reference Guide"**

   Referral: Photoduplication

5. **Source: "Reference Guide"**

   Referral: Main Card Catalog or Online Catalog for call numbers; Reference for more information

6. **Source: "Reference Guide"**

   Referral: Main Card Catalog or Online Catalog for call numbers; Leo Hamilton, if report is recent and not found

7. **Source: "Reference Guide" or "Self-Guided Tour"**

   Referral: none

   Note: Usually, giving the locations of the copiers on the 2d floor is sufficient. Don't go into the locations all over the building unless asked.

8. **Source: "Reference Guide" or CIS brochure or "U-Search in 6 Locations"**

   Referral: PCL Microcomputer Center; Reference, for information on other options

9. **Source: "Reference Guide"**

Referral: Reference

10. **Source: "Reference Guide"**

Referral: Main Card Catalog or Online Catalog for call numbers of those in Textbook Collection; Reference for those in microfiche collection

11. **Source: "Reference Guide" or ILS brochure**

Referral: Reference; ILS

Note: Offer to double-check yourself. If the book is not found, it's okay to send directly to ILS, though Reference can help by verifying the entry and getting an OCLC printout.

12. **Source: "Reference Guide" or Reserves flyer**

Referral: Reserves

Note: Tell the user to check the Reserves Catalog by the instructor's name before going up to the desk.

13. **Source: "Reference Guide" "**

Referral: To eating establishments near PCL (GSB Cafeteria, UTC vending machines, etc.)

14. **Source: "Reference Guide" or "Self-Guided Tour"**

Referral: none

Note: The file drawer holds a copy of the group study policy statement.

15. **Source: "Reference Guide"**

Referral: UGL reference

16. **Source: filing rules (in file drawer)**

Referral: none

17. **Source: "Reference Guide"**

Referral: Circulation

Note: Some new students or faculty members don't realize that their UT ID is all they need. Make sure this is not the case before sending people to Circulation for a Courtesy Borrower's Card.

18. **Source: "Reference Guide"**

Referral: Circulation

19. **Answer: before**

Source: filing rules

20. **Answer: after; Name/Title**

Source: filing rules

21. **Answer: after; before in The Main Card Catalog; before;before in UTCAT.**

Source: filing rules

Note: Be alert to Spanish double surnames and to hyphenated surnames.

22. **Answer: Name/Title; Chaikovskii, Petr Il'ich, 1840-1893**
UTCAT; Tchaikovsky, with reference from Chaikovskii

Source: Main Card Catalog, there is a cross-reference card from the usual spelling

Note: In cases like this, where the Library of Congress accepted form is different from the common form, there should be a cross-reference. Try the name in the Online Catalog. Here you'll find the more common spelling. If there is not, and the user knows of no other possible spelling, refer to the Reference Desk.

23. *Life*

Source: Main Card Catalog, UTCAT

Note: UGL has the only current subscription; therefore, it is the only location listed in the Serials List. Unless only recent issues are wanted, it's always good to check the Main Card Catalog and/or Online Catalog for periodicals not in the Serials List.

US News and World Report

Source: Serials List, UTCAT

Note: A lot of people have difficulty finding this title in the Serials List because it is in the initials section at the beginning of the U's. Some entries beginning "United States" are abbreviated but filed as if spelled out. This inconsistency can be very confusing to library users.

PMLA

Source: Main Card Catalog, UTCAT

Note: Whenever initials are used for a journal title, check all possible entries--the initials at the beginning of the letter section, the initials filed as a word, and the title spelled out. In this case, there is a cross reference in the Main Card Catalog from *PMLA* filed as a word to the correct entry. If the user does not know what the initials stand for, and an entry cannot be found in the Main Card Catalog or Serials List, refer to the Reference Desk.

Journal of the History of Ideas

Source: Serials List, UTCAT

Note: People often ignore articles in the body of a title as well as at the beginning. Remember only the article at the beginning of the title is ignored in filing. Incidentally, frequently, a user will ignore "Journal of" at the beginning of a title. Some people look in the Subject Catalog for periodical titles. Be aware of all these possibilities when helping someone find a journal.

24. Answer: after in Main Card Catalog; before in UTCAT

Source: filing rules

25. Answer: Gaulle, Charles de

Source: filing rules

26. Answer: U.S. Census Office

Source: Main Card Catalog

Note: Always be alert for additional entries for corporate authors, particularly, but by no means exclusively, in the case of a government agency.

27. Answer: VIETNAMESE CONFLICT, 1961-1975

Source: LC Subject Headings

Note: Subject headings are often different from the way most people refer to the topic. Familiarize yourself with the LC subject headings guide and refer to it whenever someone has trouble finding a term in the Subject Catalog. A keyword search in the Online Catalog is a good supplement to a subject search. If you find several titles whose call numbers start the same, try a truncated call number search. This method is like browsing the shelves with the advantage of finding books that might be checked out as well as those in other libraries. Also, remember to mention periodical indexes, particularly for a very specific or newsworthy topic.

28. Answer: POE, EDGAR ALLAN, 1809-1849--CRITICISM AND INTERPRETATION; after

Note: Someone looking for literary criticism should try a subject search on the author's name in the Online Catalog. He may also look in the Name/Title Catalog, after all the cards for the books by the author, to find the cards for books about him. If the author is well known, we are almost sure to have books devoted to writings on his works. Searching the author's name as a keyword in the Online Catalog is another useful approach. Refer to the Reference Desk for help in finding additional information.

29. Answer I found over 20 books related to this topic using keyword searches AT&T, Bell Telephone, and Ma Bell, a subject search of American Telephone and Telegraph, and a truncated call number search from call numbers I located in the keyword searches.

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED READINGS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

SELECTED READINGS

Gaylord, Mary and others. *The Library Information Desk: Needs Assessment and Service Alternatives.* Committee Report, Kent State University Library, Fall, 1986. ED 283 530.

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